

**Tampa-Hillsborough Expressway Authority (THEA)
Toll Operations Department - Customer Service and Toll Enforcement
Delinquent Toll Account Collection Services
Exhibit A – Project Requirements**

1. Project Delivery

1.1. Project Management

- 1.1 (1) The Vendor shall provide a dedicated Project Manager, with a minimum 5-years of experience managing similar projects, to serve as a single point of contact for all project-related activities.
- 1.1 (2) The Vendor’s Project Manager shall demonstrate leadership skills and experience to ensure quality operations, the fostering of teamwork, and a friendly oriented work environment.
- 1.1 (3) The Vendor’s Project Manager shall have an assistant to support project’s administrative activities and serve as the immediate backup in the absence of the Project Manager.
- 1.1 (4) The Vendor’s Project Manager shall schedule and host weekly management meetings with THEA and provide a detailed meeting agenda to ensure quality operations.
- 1.1 (5) The Vendor’s Project Manager shall schedule and host daily operational meetings with THEA and provide a detailed meeting agenda to ensure quality operations.
- 1.1 (6) The Vendor shall provide meeting resources such as conference lines and/or web-based meeting room.
- 1.1 (7) The Vendor’s Project Manager and/or his or her assistant shall document project activities in THEA’s provided ticket management system.
- 1.1 (8) The Vendor’s Project Manager shall be accountable to THEA and ensure project activities are completed within the agreed timeframes.
- 1.1 (9) The Vendor shall notify THEA a minimum of 30 days in advance in the event of a planned change in Project Management.
- 1.1 (10) THEA withholds the right to request replacement of the Project Manager.
- 1.1 (11) On a daily, weekly and monthly basis, the Vendor’s Project Manager shall be responsible to communicate to THEA the progress and status of all project activities. THEA shall not be expected to be following up on the progress and status of project activities.

- 1.1 (12) For task(s) documented by THEA as high priority, the Vendor’s Project Manager shall acknowledge THEA’s issued communications within 2 hours after receipt during business hours, advising on next steps and due dates to resolve THEA’s requests.
- 1.1 (13) For non-high priority task(s), the Vendor’s Project Manager shall acknowledge THEA’s issued communications within 24 hours after receipt during business hours, advising on next steps and due dates to resolve THEA’s requests.
- 1.1 (14) THEA withholds the right to access all project operational and financial records upon request.
- 1.1 (15) It is preferred that the Vendor provides printing and mailing services from within the Tampa Bay area.
- 1.1 (16) It is preferred that the Vendor operates from a facility located in the Tampa Bay area and staff the day-to-day operations team utilizing Tampa-based experienced workforce to meet at least 70% of the work needed to support this contract. The local resources shall be implemented within 270 days of NTP.

1.2. Documentation

- 1.2 (1) Project documentation shall be provided as defined within these requirements; however, they shall be reviewed and revised on an annual basis, or when project requirements change and/or when Service Level Agreement’s (SLA) are not met.
- 1.2 (2) The Vendor shall assist THEA in the development of exception requirements for data transmission between THEA and the Vendor.
- 1.2 (3) Project Management Plan
 - 1.2 (3) i. The Vendor shall provide THEA with a Program Management Plan (PMP), including Change Management (CM) controls, to ensure all project activities are documented and tracked.
 - 1.2 (3) ii. The Vendor shall provide a schedule and plan to implement a fully tested and operational collection services for THEA. THEA expects the collection services to be operational within 70 days of Notice To Proceed (NTP).
- 1.2 (4) Transition Plan
 - 1.2 (4) i. The Vendor shall develop a Transition Plan to load and assume collection from THEA’s existing toll collection provider and continue the collection process on those existing accounts.
 - 1.2 (4) ii. The Vendor shall be capable of assuming and operating existing phone numbers for collections.

- 1.2 (4) iii. The Vendor shall be capable of assuming and operating existing lock box account operations.
- 1.2 (4) iv. The Vendor shall be capable of assuming the existing website domain name.
- 1.2 (4) v. If the Vendor proposes to have services, office space, and staff in the Tampa Bay region, the Transition Plan shall explicitly address how these available support teams will support the project.
- 1.2 (4) vi. The Transition Plan shall be developed 45 days prior to conversion of the existing accounts.

1.2 (5) Closeout Plan

- 1.2 (5) i. The Vendor shall create and submit a draft Closeout Plan for review, comment, and approval by THEA within 60 days of NTP.
- 1.2 (5) ii. The Closeout Plan shall include an overview and sequential steps detailing the transfer of data, accounts, etc. to THEA. The document shall include, at a minimum, sections covering operational shutdowns and the transfer and/or reassignment of:
 - 1.2 (5) ii.A. Debtor information (for example, current and historical data records, scanned and hard copy documents, account notes, and correspondence),
 - 1.2 (5) ii.B. Financial ledgers and other financial information, such as toll transaction records, debits and credits to accounts, and existing payment plans.
 - 1.2 (5) ii.C. Correspondence templates,
 - 1.2 (5) ii.D. Updated policies and procedures documentation, and;
 - 1.2 (5) ii.E. Other information or knowledge as otherwise reasonably requested by THEA.
- 1.2 (5) iii. The Vendor shall update and submit the Closeout Plan to THEA for review and approval annually to account for any changes in policy or operations, or at THEA's request.
- 1.2 (5) iv. The Closeout Plan, when implemented, shall ensure no interruption of Collections Services.
- 1.2 (5) v. At the specific written direction of THEA, the Vendor shall implement, perform and carry out all activities as described in the THEA approved Closeout Plan.
- 1.2 (5) vi. Closeout Procedures.
 - 1.2 (5) vi.A. Upon notice of Closeout, the Vendor shall develop, submit to THEA for review, finalize, and subsequently adhere to a closeout transition plan.

1.2 (5) vi.B. Following contract termination, the Vendor shall continue to communicate with THEA and will forward all correspondence and payments by mail to THEA for as long as the Collection Services Provider receives the correspondence and payments.

1.2 (5) vi.C. The Vendor shall coordinate all Closeout activities with the incoming Vendor to ensure a successful project closeout.

1.2 (5) vii. The procedures shall address the transfer of accounts, operations and facilities in the event the contract is terminated or expires and THEA or its Vendor assumes the operations.

1.2 (6) Testing Plan

1.2 (6) i. The Vendor shall provide a Test Plan, test cases, and test scripts which will validate integration points, system functionality, and reporting.

1.2 (6) ii. The Test Plan shall account for data migration, integration with THEA test environments, integration with third party systems, audit interfaces, dashboards, and user functionality.

1.2 (6) iii. The Testing Plan shall be provided to THEA for review no later than 30 days after NTP.

1.2 (7) Operations and Staffing Plan

1.2 (7) i. The Vendor shall provide an Operations and Staffing Plan for the project.

1.2 (7) ii. The Operations and Staffing Plan shall include an organizational chart that shows the organization structure, proposed roles and staffing specific to the proposed Contract.

1.2 (7) iii. The Operations and Staffing Plan shall specifically identify the primary person(s) who will be responsible for managing day-to-day activities for the project and the respective roles.

1.2 (7) iv. The Vendor shall provide sufficient personnel to perform all collection tasks and functions detailed in this Scope.

1.2 (7) v. All staff shall be hired and fully trained prior to working on the THEA Collection Services.

1.2 (7) vi. The Operations and Staffing Plan shall address the location and logistics of the call center/s.

1.2 (7) vii. The Operations and Staffing Plan shall include the workforce management strategy, estimated work schedules, and plan to implement THEA's operational business rules included in **Exhibit L**.

1.2 (7) viii. The Operations and Staffing Plan shall be provided to THEA for review no later than 45 days after NTP.

1.2 (8) Training Plan

1.2 (8) i. The Vendor shall provide a Training Plan which includes the approach to on-boarding new employees, addressing changes in standard operating procedures addressing changes in system functionality, and addressing legal and compliance requirements.

1.2 (8) ii. The Vendor shall provide all training material related to the project, including updates throughout the duration of the project.

1.2 (8) iii. The Training Plan shall be provided to THEA for review no later than 45 days after NTP.

1.2 (9) Business Continuity Plan

1.2 (9) i. The Vendor shall provide a Business Continuity Plan that defines the strategies and procedures to maintain business functions in the event of a major business disruption.

1.2 (9) ii. In the event of a major business disruption, the Vendor shall implement the Business Continuity Plan until operations are fully restored at the primary facilities.

1.2 (9) iii. The Business Continuity Plan shall account for how work shall be performed from home offices or workspaces following local and state “social distance” guidelines.

1.2 (9) iv. The Business Continuity Plan shall be provided to THEA for review no later than 60 days after NTP.

1.2 (10) Disaster Recovery Plan

1.2 (10) i. The Vendor shall provide a Disaster Recovery Plan which will define the strategies and procedures to restore infrastructure and operations following a crisis.

1.2 (10) ii. The Disaster Recovery Plan shall be closely associated with the Business Continuity Plan and its strategies.

1.2 (10) iii. The Disaster Recovery Plan shall include the following:

1.2 (10) iii.A. Description of redundant systems and failover processes,

1.2 (10) iii.B. Emergency contact lists and notification escalation protocols, and:

1.2 (10) iii.C. Details of the procedures/processes that will be used in the event of loss of the primary work site and/or supporting infrastructure.

- 1.2 (10) iv. The Disaster Recovery Plan shall be tested prior to go-live.
- 1.2 (10) v. The Disaster Recovery Plan shall be provided to THEA for review no later than 45 days after NTP.
- 1.2 (11) Business Rules Document.
 - 1.2 (11) i. The Vendor shall coordinate with THEA to develop Collections Services business rules applicable to the Scope.
 - 1.2 (11) ii. Any Vendor’s provided interface and business rule documents shall be free of confidential information and considered a public record, when possible.
 - 1.2 (11) iii. Business rules considered confidential information shall be provided to THEA as an appendix to the applicable business rules document.
 - 1.2 (11) iv. The Business Rules Document shall be provided to THEA for review no later than 45 days after NTP.
- 2. Business Requirements
 - 2.1. Operations.
 - 2.1 (1) At a minimum, the Vendor shall operate the project following THEA tolling operations business rules, included in **Exhibit L**.
 - 2.1 (2) All project activities shall be driven by customer feedback to ensure satisfaction.
 - 2.1 (3) Any proposed changes to the toll operations business rules by the Vendor shall require review and approved at THEA’s discretion.
 - 2.1 (4) The Vendor shall provide a full-time local resource at THEA’s request, at THEA’s headquarter building, to support customer walk-ins for services related to this project and general questions related to THEA’s toll operations.
 - 2.1 (5) In the event that there are no local resources to the project, THEA will coordinate with the Vendor when the full-time local resource is required.
 - 2.1 (6) The Vendor shall operate in a cash-free work environment and provide all available alternative method of payments to collect revenues.
 - 2.1 (7) THEA may provide up to 2 full-time monitoring staff at the Vendors facility.
 - 2.1 (8) The Vendor shall provide office space, furniture and necessary equipment to support THEA monitoring staff to access the Vendor system and phone lines at no additional cost.
 - 2.1 (9) The Vendor shall maintain adequate bilingual staff (English and Spanish, at a minimum) to support the customer needs.
 - 2.1 (10) If other languages are available within the Vendor’s workforce, the Vendor may utilize these staff for bilingual customer service to their discretion.

- 2.1 (11) The Vendor shall provide all furniture needed to operate the project. THEA reserves the right to purchase the equipment at the end of the contract period for fair market value.
- 2.1 (12) Vendor shall provide all payment processing services.
- 2.1 (13) Disputes.
 - 2.1 (13) i. Vendor shall provide a dedicated supervisor phone line such that THEA can resolve any customer disputes during standard business hours without being placed on hold.
 - 2.1 (13) ii. The Vendor shall suspend all collection efforts immediately on disputed accounts until these disputes are resolved.
 - 2.1 (13) iii. The Vendor shall maintain records of dispute resolutions.
 - 2.1 (13) iv. All information related to disputes shall be available to THEA upon request.
 - 2.1 (13) v. Re-engagement of all collection efforts on a suspended account shall occur if an action required by the debtor to close the dispute is not completed within a period as developed between THEA and the Vendor.
 - 2.1 (13) vi. Vendor shall work with THEA to develop a customer dispute resolution process that is agreeable to THEA. This process may be changed over time at THEA's discretion to ensure quality and customer service.
- 2.1 (14) At THEA's request the Vendor shall remove specific accounts and transactions from the collection process.
- 2.1 (15) The Vendor shall design, and require approval from THEA, for all communication letters, IVR automated menus and greetings, and inbound/outbound phone-call scripts to be implemented for the project.
- 2.1 (16) Any Vendor provided alternative communication channels shall be approved by THEA.
- 2.1 (17) The Vendor provided collection notices shall include billing details, including but not limited to:
 - 2.1 (17) i. the THEA account number,
 - 2.1 (17) ii. the Vendor account number,
 - 2.1 (17) iii. the total amount owed (both current and past due amounts including associated transaction data),
 - 2.1 (17) iv. all applicable administrative fees and collection fees,
 - 2.1 (17) v. information regarding the Registration Stop placed on the customer vehicle(s), and;
 - 2.1 (17) vi. instruction on how to bring the toll account to current and prevent future escalation of unpaid tolls.

- 2.1 (18) The Vendor shall accommodate, within the established collection letters and at no extra cost for THEA, the printing and mailing of seasonal inserts. For information on existing and sample inserts, refer to **Exhibit J**.
- 2.1 (19) The Vendor shall process vehicle Registration Stops and release requests as per THEA's business rules and interface control documents as per **Exhibits L and G/H**, respectively.
- 2.1 (20) Vendor shall provide a dedicated supervisor phone line such that THEA can address accounts on Registration Stop during standard business hours without being placed on hold.
- 2.1 (21) The Vendor shall perform outbound calls on all accounts with valid telephone numbers.
- 2.1 (22) The Vendor shall be knowledgeable and capable of handling revenue collection related to commercial accounts.
- 2.1 (23) The Vendor shall be capable of implementing special processes to address excessive habitual delinquent toll accounts.
- 2.1 (24) The Vendor shall provide THEA customers with inbound Customer Service Representative (CSR) assistance Monday through Saturday from 7:00 am through 7:00 pm Eastern Time (excluding national holidays).
- 2.1 (25) The Vendor provided phone system shall be fully redundant and capable of handling THEA's phone call volumes. For more information on existing call volumes, refer to **Exhibit K**.
- 2.1 (26) The Vendor provided self-service capabilities shall be available 24/7 via the internet, excluding THEA approved scheduled maintenance.
- 2.1 (27) The Vendor shall maintain a detailed activity and contact history along with a complete record of all payments for each account.
- 2.1 (28) The Vendor shall record the one hundred percent (100%) of phone calls related to customer toll accounts for a rolling 30-day period
- 2.1 (29) The Vendor shall make available specific calls by account at THEA's request and provide tools for THEA to conduct audits on calls.
- 2.1 (30) The Vendor shall provide the capability for real-time call monitoring, at THEA's discretion (including by call agent).
- 2.1 (31) The Vendor shall implement a dispute resolution team to work with THEA staff on a daily basis to ensure customer satisfaction.
- 2.1 (32) The Vendor shall support THEA's businesses with the Florida's Centralized Customer Service System (CCSS) project and/or other THEA's first party collection Vendor. This support will include but not be limited CSR interactions and electronic information exchange in support of THEA collection efforts.

- 2.1 (33) The Vendor shall update customer information utilizing skip tracing techniques.
- 2.1 (34) The Vendor shall utilize account demographics skip tracing capabilities using Commercial Off-The-Shelf (COTS) motor-vehicle databases.
- 2.1 (35) The Vendor shall confirm or update all available addresses prior to the first mailing.
- 2.1 (36) The Vendor shall provide reasonable notification, assistance and cooperation, at the Vendor's expense, to evidence the Vendor's proper handling of the collection(s) and/or as otherwise reasonably requested by THEA, in connection with any customer dispute, subpoena, notice, open record request, or any enforcement and/or legal proceedings brought relating to any collection activity or Services provided hereunder.
- 2.1 (37) The Vendor shall also provide, if requested by THEA or on its behalf, the preparation of Evidence Packets as may be requested for all hearings and trials related to any of the Scope.
- 2.1 (38) On a weekly basis, or as requested by THEA, the Vendor shall provide THEA with weekly Customer Service Representatives (CSR) work schedules.
- 2.1 (39) For work schedules, the Vendor shall take into consideration ongoing toll invoicing volumes and forecasted expiration of vehicle registrations placed on Registration Stop by THEA.
- 2.1 (40) The Vendor shall notify THEA of downtime on the Vendor's system due to planned and emergency maintenance.
- 2.1 (41) For scheduled maintenance, the Vendor shall provide 48 hours notification for system downtime.
- 2.1 (42) For emergency maintenance, the Vendor shall provide notification as soon as the issue is identified.
- 2.1 (43) The Vendor shall notify THEA within 2 hours when the system is brought back online following scheduled or emergency maintenance, including the status of degraded or full system functionality.
- 2.1 (44) The Vendor shall be capable of issuing placement of vehicle Registration Stops, triggered automatically by the escalation of toll accounts or manually by user intervention.
- 2.1 (45) The Vendor shall be capable of prioritizing escalated customer complaints. Escalated customer complaints are those initiated by governmental offices, Better Business Bureau (BBB) offices, news stations, attorney offices, and/or those requested to be treated as such by THEA.
- 2.1 (46) The Vendor shall ensure consistent processing and escalation of toll accounts to prevent dormant toll accounts.
- 2.1 (47) Dormant toll accounts are defined as accounts that:

- 2.1 (47) i. Failed the toll invoicing due to incorrect customer demographics,
- 2.1 (47) ii. Those in returned mail status that fail to obtain new customer demographics from the Vendor's skip tracing tools,
- 2.1 (47) iii. Uninvoiced toll accounts (below invoicing account balance threshold), or;
- 2.1 (47) iv. Those toll accounts without payment nor new toll activity after 60 days from the latest issued invoice.
- 2.1 (48) The Vendor shall be capable of issuing customer surveys from an electronic survey tool provided by THEA.
- 2.1 (49) The electronic survey tool will provide a link to be added into invoices, emails, phone calls, and any other applicable communications channels, utilizing Vendor collected demographics and or call/web usage data.
- 2.1 (50) The Vendor shall design and operate the project with backup infrastructure to account for business continuity and/or disaster recovery.
- 2.2. Software Licensing and Usage.
 - 2.2 (1) The Vendor shall grant a perpetual, royalty free, irrevocable, and non-transferable license to THEA to install, execute, and use the Vendor provided software on any THEA owned or operated toll facility in the State of Florida.
 - 2.2 (2) The Vendor's software will not be copied or used by THEA for any purposes other than as specified herein, and for backup, archival, training, and support purposes.
 - 2.2 (3) The Vendor shall have no liability to THEA for THEA's use of the software at any facility where the Vendor did not install the software.
 - 2.2 (4) The Vendor is not required to provide THEA with the software source code or an escrow agreement.
- 2.3. Data Retention
 - 2.3 (1) Images for transactions that are considered open shall be retained online for at least 4 years.
 - 2.3 (2) Images for transactions that are paid, written off or closed shall be retained online for at least 4 years after the terminal resolution.
 - 2.3 (3) Video toll transactions that are either paid or closed shall be retained online for at least 4 years after the terminal resolution.
 - 2.3 (4) Video toll transactions that are considered open shall be retained online until they are written off, at which time they are considered closed.
 - 2.3 (5) Recorded conversations shall be retained online for 180 days, after which they shall be archived.

2.4. Security and Compliance.

- 2.4 (1) The Vendor’s back-office system shall provide capabilities for users to work remotely, outside the office-controlled environment, making sure customer’s Personal Identifiable Information (PII) are fully protected and Payment Card Industry (PCI) compliance is maintained.
- 2.4 (2) The Vendor shall maintain policies and procedures associated with physical, hardware, and data security.
- 2.4 (3) The Vendor shall implement and maintain a breach notification policy, which includes THEA on the contact list.
- 2.4 (4) The Vendor shall provide a Customer Service Center (“CSC”) with the following minimum requirements:
- 2.4 (4) i. The Vendor and its staff shall operate in compliance with Florida and Federal law and regulations included in the Fair Debt Collection Practices Act (FDCPA: <https://www.ftc.gov/enforcement/rules/rulemaking-regulatory-reform-proceedings/fair-debt-collection-practices-act-text#801>), Consumer Financial Protection Bureau (CFPB) guidelines and other requirements that would normally be followed by a firm using the highest level of care and skill exercised by other providers of similar services under similar circumstances at the time the services are provided.
 - 2.4 (4) ii. Vendor shall not notify credit bureaus (i.e. TransUnion, Equifax, and Experian, others) of any debt that was the result of Data furnished by THEA that could result in an adverse credit report entry for any individual or business.
 - 2.4 (4) iii. All employees assigned to the project shall provide affirmation of awareness of Florida’s laws and regulations for personal information privacy related to access of the Florida’s Driver and Vehicle Information Database (DAVID).
 - 2.4 (4) iv. A written or online Florida’s Division of Highway Safety and Motor Vehicles test may be administered to approve access to the DAVID system.
 - 2.4 (4) v. Related information can be found online for the DAVID system at <http://www.flhsmv.gov/courts/david/> and the Driver Privacy Protection Act (DPPA) at <https://www.flhsmv.gov/privacy-statement/driver-privacy-protection-act/>.
- 2.4 (5) Vendor shall provide toll free phone numbers (including IVR services), web site and mailing address for payment services including services for customers with disabilities.

2.4 (6) The Vendor shall obtain a Tampa-based accreditation from the Better Business Bureau (BBB).

2.4 (7) The Vendor's provided software shall be in compliance with industry Generally Accepted Accounting Principles (GAAP) and Payment Card Industry Data Security Standards compliance.

2.5. Finance.

2.5 (1) The Vendor shall issue a daily wire transfer to THEA for all collected revenues.

2.5 (2) The Vendor shall be capable of issuing customer refunds as per THEA's requests on accounts with valid disputes due to account errors or poor customer service.

2.5 (3) The Vendor shall provide correct posting of toll transactions and computation of account balance.

2.5 (4) The Vendor shall provide reports on returned checks and credit card chargebacks.

2.5 (5) The Vendor shall provide reconciliation reports on new toll transactions received from THEA, including those that passed and failed financial posting into the Vendor's collections system.

2.5 (6) Customers may qualify for a THEA provided partial payment plan upon request.

2.5 (7) The THEA provided partial payment plan agreement may change at THEA's discretion.

2.5 (8) The Vendor shall implement and manage processing of customers participating in partial payment plans.

2.5 (9) THEA Delinquent Toll Accounts Thresholds.

2.5 (9) i. Active delinquent toll account threshold: Accounts with an outstanding toll balance greater than \$3.50 shall be flagged as active. Accounts that do not meet the threshold shall be flagged as inactive and reported to THEA on a monthly basis.

2.5 (9) ii. First collection notice threshold: Accounts with an outstanding toll balance greater than \$3.50 shall be escalated and issued a first collection notice.

2.5 (9) iii. Second collection notice threshold: Accounts with an outstanding toll balance greater than \$5.00 shall be escalated and issued a second collection notice.

2.5 (9) iv. Vehicle Registration Stop request threshold (For Florida license plates only): Accounts with an outstanding toll balance greater than \$5.00 shall be escalated and issued a vehicle Registration Stop request.

2.5 (10) The delinquent toll account thresholds may change at THEA's discretion.

2.5 (11) Additional Fees may be charged to accounts for Florida's Turnpike Enterprise (FTE) administration and non-sufficient funds.

2.5 (12) Additional fees charged to accounts may change at THEA's discretion.

2.5 (13) THEA/Vendor Collected Revenues Distribution Schedule.

2.5 (13) i. The Vendor shall implement a First-in First-out (FIFO) approach to distribute collected revenues within the Vendor, THEA, and FTE's in the following order:

2.5 (13) i.A. THEA tolls,

2.5 (13) i.B. Vendor's fees,

2.5 (13) i.C. THEA's fees, and;

2.5 (13) i.D. FTE's fees.

2.5 (13) ii. In the event of a partial payment, THEA's tolls shall be paid in full first, then the remaining revenues shall be divided on a 50/50 percent approach between the Vendor and THEA's fees until fully satisfied. Once the Vendor's fees and THEA's tolls and fees are fully satisfied, the remaining revenues shall be allocated to pay FTE's fees.

2.5 (14) The Vendor's financial system functionality shall allow users with special permissions to transfer funds from one account to another. This functionality is defined as a "Transfer of Responsibility" and it is used to resolve customer disputes due to account relationships, such as a divorce or in parent/child situations.

3. Technical Requirements

3.1. The delinquent transaction account interface between THEA and the Vendor is defined in the THEA Collections Interface Control Document (ICD) included in **Exhibit G**.

3.2. The registration hold and release interface between THEA and the Vendor is defined in the THEA Registration Hold & Release File Processing ICD included in **Exhibit H**.

3.3. The Vendor's provided software and hardware shall be integrated with THEA's tolling operational back-office system.

3.4. The THEA Tolling operational back office shall be considered as the system of records for the entire duration of the project.

3.5. The Vendor's shall provide manager level access to the Vendor's provided software to THEA management staff.

3.6. The Vendor's provided software shall provide dashboards and details reporting the status disposition on all toll transactions transmitted per delinquent account.

3.7. The Vendor shall load and maintain THEA's referred account and UFM information into the Vendor's electronic database and acknowledge to THEA receipt of the information on an individual account and summary levels as specified within the ICD.

- 3.8. The Vendor shall research all returned mail using state-of-the-art tools and notify THEA of all address and phone number updates through the use of reports and database electronic files.
- 3.9. The Vendor provided software updates, upgrades, and/or modifications are responsibility of the Vendor and shall not represent costs to THEA.
- 3.10. The Vendor shall provide coordination relative to the integration of the collection system and provide complete integration with THEA's existing TOBS.
- 3.11. The Vendor shall provide all software and hardware needed to deliver the requirements as defined within this Scope.
- 3.12. The Vendor shall provide electronic and automated monitoring system(s) to monitor the health of all Vendor's systems and its electronic interfaces to ensure quality operations of customer facing applications and the processing of all electronic transactions.
- 3.13. The Vendor's system shall identify and prevent the creation of duplicate accounts. Duplicate accounts are defined as accounts with the same vehicle license plate, first/last or company name, and mailing address.
- 3.14. When the Vendor identifies duplicate accounts during the processing of a new toll transaction received from THEA, the new toll transaction received from THEA shall be posted to the existing account in the Vendor's collection system
- 3.15. Data shall be parsed within 24 hours of delivery of a successful acknowledgement event.
- 3.16. Data shall be posted to an account within 14 days of delivery of a successful acknowledge event
- 3.17. The Vendor shall invoice eligible transactions within 14 days of posting to an account.
4. Testing and Integration
 - 4.1. The Vendor is required to set up and document all test data and processes as described in the test scripts.
 - 4.2. The Vendor will perform integration testing with other systems that interface with Vendor's system.
 - 4.3. The Vendor will use duplicated production data provided by THEA, either via a test environment or data export, for integration testing in order to validate consistency between specifications and the desired business process.
 - 4.4. The Vendor will document all test results, as well as any deviations that have been discovered.
 - 4.5. The Vendor will verify that all business rules have been implemented according to specification.
 - 4.6. The Vendor shall operate a test environment that can validate modifications to functionality.

- 4.7. The test environment shall integrate with THEA and third-party testing interfaces, when available.
- 4.8. Code shall only be deployed to production environment following successful testing in a test environment.
5. Reporting
 - 5.1. The Vendor shall provide THEA with operational and financial electronic reports on a daily, weekly, and monthly basis in PDF, CSV and Excel formats.
 - 5.2. At a high level, reports shall show compliance to SLAs, customer escalation management and collection results.
 - 5.3. The Vendor shall provide THEA with detailed reports on all customer disputes, and payment activities (e.g. payment type, payment method, payment amount, account balance, and other available data elements).
 - 5.4. The Vendor shall provide detailed management reports on collection activities as requested by THEA.
 - 5.5. The Vendor shall provide THEA with detailed reports on any non-sufficient fund (NSF) fees charged to customers.
 - 5.6. The dollar amounts NSF's shall be limited to those agreed upon business rules approved by THEA.
 - 5.7. The Vendor shall identify accounts uncollectible and return those accounts to THEA with appropriate documentation and recommendations on future actions as instructed.
 - 5.8. The Vendor shall provide THEA with daily/weekly/monthly/yearly operational and financial reports on all aspects on the project's operations. Reports need to be prioritized to ensure timely deliveries.
 - 5.9. The Vendor shall report to THEA those toll accounts considered dormant for THEA to review and provide feedback and/or the next steps for resolution.
 - 5.10. The Vendor shall report to THEA all system downtimes, rejection of toll transactions, rejection of placement of Registration Stops, and any other issue impacting the overall performance of the project.
 - 5.11. The Vendor shall provide toll revenue reconciliation reports by THEA placement date to collections and THEA lane exit date.
 - 5.12. The Vendor shall provide THEA with a daily remittance report to reconcile wire transfers of all revenues disbursed to THEA.
6. Service Level Requirements and Penalties
 - 6.1. THEA expects the Vendor to provide excellent customer service.

- 6.2. THEA has established the following minimum customer service performance metrics as outlined in the Service Level Requirements and Penalties Table.
- 6.3. The Vendor is required to self-report metrics on a monthly basis in an agreed upon report formant.
- 6.4. The Vendor shall immediately notify THEA of any metrics that affect business operations or could affect a customer's ability to resolve a notice.
- 6.5. Penalties shall be paid within 30-days after reported.
- 6.6. THEA maintains the right to audit the Vendor's performance and assess penalties.

Service Level Requirements and Penalties Table

ID	Metric	Definition	Requirement	Reporting Method	Penalty
A	Customer Billing Errors	Errors made in the customer balance, or fees charged as reported to the customer either in writing or during a conversation.	100%	Self-Reported.	\$100 per account impacted.
B	Unreported system failure	Condition where the Vendor has not reported a system failure and THEA learns of it from a source other than the Vendor.	100%	Self-Reported.	\$5,000 per unreported incident.
C	Phone call speed - General	All inbound general phone calls shall be connected with a customer service representative in 4 minutes or less.	90%	Vendor Report.	\$100 per each call occurrence between 4 and 5 minutes. \$150 per each call occurrence between 5 and 7 minutes.
D	Phone call speed – Registration Stop	All inbound Registration Stop calls shall be connected with a customer service representative in 1 minutes or less.	90%	Vendor Report.	\$200 per each call occurrence between 7 and 10 minutes. \$300 per each call occurrence above 10 minutes.
E	Call Abandon Rate - General	Loss of connection of an inbound general call with a duration greater than 20 seconds.	< or = 4%	Vendor Report.	\$100 per each call occurrence between the metric and 2 points above the percentage metric. \$200 per each call occurrence between the 2 points and 5 points above the percentage metric.
F	Call Abandon Rate – Registration Stop	Loss of connection of an inbound Registration Stop call with a duration of greater than 20 seconds.	< or = 1%	Vendor Report.	\$300 per each call occurrence above 5 points above the percentage metric.

Exhibit A – Project Requirements

G	Process Customer Disputes – Response	Acknowledgement of customer disputes within 8 working hours.	100%	Vendor Report.	\$500 per occurrence
H	Process Customer Disputes - Resolution	Resolution of customer dispute within provided estimate resolution date.	100%	Vendor Report.	\$1,000 per occurrence
I	Response to Registration Release Request	Vendor response to release a Registration Stop on resolved collections notices during business hours.	< or = 5 minutes	Vendor Report.	\$100 per occurrence
J	Business Rule Compliance	Ability of the Vendor to follow approved business rules.	100%	Self-Report, including Audit or Customer Complaint	\$1,000 per occurrence
K	System Availability	Systems operating and functioning during all hours as defined for this project. This includes the website, phone number and IVR, and customer service center.	< or = 1 hour of repair/system fail over.	Vendor Notification; Self-Reported.	From 1 to 2 hours: \$1,000 From 2 to 3 hours: Failure to have the system operational: \$2,000 for up to 3 hours Failure to have the system operational: \$3,000 for up to 4 hours Failure to have the system operational: \$4,000 for up to 5 hours Failure to have the system operational: \$5,000 for up to 6 hours Failure to have the system operational: \$6,000 for up to 7 hours Failure to have the system operational: \$7,000 for up to 8 hours

Exhibit A – Project Requirements

					<p>Failure to have the system operational: \$8,000 for up to 9 hours</p> <p>Failure to have the system operational: \$9,000 for up to 10 hours</p> <p>Failure to have the system operational: \$10,000 for up to 11 hours</p>
L	Data Transmission and Data Loss	The successful transmission and receipt of data between interfaces.	100%	Vendor Report.	Failure to report data transmission failure or parsing within 24 hours; \$1,000 per occurrence.

[END of SECTION]