



ADDENDUM #2

RFP

Contract #18-0093 I-PASS Distribution and Back-End Support Services
BidBuy Reference # 19-557THA-BUSSY-B-4599

Revised Proposal Due Date: Thursday, October 31, 2019

Please be advised of the following changes to the above-mentioned solicitation:

I. Bid Opening Date:

The Bid Opening date of Friday, October 25, 2019, at 10:30 a.m. CDT has been re-scheduled to Thursday, October 31, 2019, at 10:30 a.m. CDT.

II. The attendee register sheets from the pre-proposal conference held on Wednesday, September 11, 2019, are attached hereto.

III. List of available registered BEP vendors and Veteran vendors to fulfill the BEP/VET goals published for Solicitation #19-557THA-BUSSY-B-4599 are attached hereto.

IV. Questions and Answers:

The following are questions received from Vendors and responses from Illinois Tollway pursuant to the question and answer portion of the above-mentioned solicitation. The Illinois Tollway has provided its answers accordingly.

- 1. Question:** Tollway customers that receive notices that their transponder needs to be replaced can get a replacement at a retail store, a Tollway Customer Service Center, or by mail. What percentage of the current transponder replacements are done by the retail stores covered in this solicitation? Does the Tollway anticipate that percentage will remain fairly consistent, or trend up or down?

Answer: Historically, approximately 80% of patrons respond to requests for replacements. The Tollway does not anticipate that this rate will change in the future.

- 2. Question:** Jewel currently has several participating stores that are located outside of the Tollway's service area, including three in Bloomington/Normal, three in the quad cities area, and one in Clinton, Iowa. Will these remote locations continue to participate in the I-PASS program?

Answer: Yes, they will continue in the program.

3. **Question:** Is the Offeror required to provide printed Privacy Policy forms for distribution with replacement I-PASS transponders? Section D.3.3 indicates replacement inventory will not need printed inserts.

Answer: No, the Offeror is not required to provide those forms.

4. **Question:** Is the Offeror responsible for establishing a secure process and paying for all costs related to getting returned I-PASS units from the retail locations?

Answer: Yes, the Offeror is responsible for the process and all associated costs for the returned I-PASS units.

5. **Question:** Will returned units include both new boxed retail units returned by customers for a refund, and loose old units returned by customers as part of the replacement program?

Answer: Yes both new boxed and loose old units will be returned. Occasionally a new (boxed) transponder is returned by a patron. These must be accepted and returned to the Tollway by the distributor, in order to be placed back into circulation.

6. **Question:** Does the return process for old returned units need to be done in a way to prevent those units from possibly being read (charging a toll to an account) while in transit?

Answer: Yes, please see Section D.3.9: Disposal of Transponders.

7. **Question:** Can the awarded vendor use a common carrier such as UPS/FedEx?

Answer: Yes, as long as compliance with all other Tollway requirements are met (e.g., timely delivery and pick up of products, appropriate control and secure transfer, etc.).

8. **Question:** On average, how many transponders are shipped to each Jewel location per week, month, year? (or is there data indicating how many times a week, month, year each location receives a shipment or delivery?)

Answer: Annual history and forecasted data are provided in the published Solicitation Exhibits A-D. An additional sample of daily transactions by current retail locations has been attached hereto.

9. **Question:** Is there a maximum (average) number of transponders that each Jewel location can accept / keep on hand?

Answer: Retail locations have variable though limited capacity for securing inventory. The successful vendor is expected to work closely with stores to determine acceptable inventory levels. Generally, proposers should use sample historic data provided and assume that each retail location has pick-ups and inventory replenishments at least once per week.

10. **Question:** The optional service listed on page 1 of the RFP for fulfillment and shipping services to support distribution of transponders to I-PASS customers outside of the Tollway's service area is not included in the Optional Price Schedule on page 36. If the Tollway elects to implement this optional service in the future, will the Tollway negotiate a price once the required process is defined?

Answer: Yes, see Section D.1 Goal for additional Optional Services information.

**OFFEROR MUST ACKNOWLEDGE RECEIPT OF THIS
ADDENDUM IN SECTION C.2 – ILLINOIS TOLLWAY,
ACKNOWLEDGEMENT OF AMENDMENTS.**

**ALL REVISIONS INSCRIBED HEREIN WILL
BE INCORPORATED INTO THE RFP
SPECIFICATION PER ADDENDUM #3**