ETC®

VOLUME III

RIVER LINK

ETC, LLC:

ORIGINAL PRICE PROPOSAL FOR THE RIVERLINK CUSTOMER SERVICE CENTERS AND BACK OFFICE SYSTEM

DIGITAL COPY

DECEMBER 08, 2020

Table 1
Initial Costs
Summary

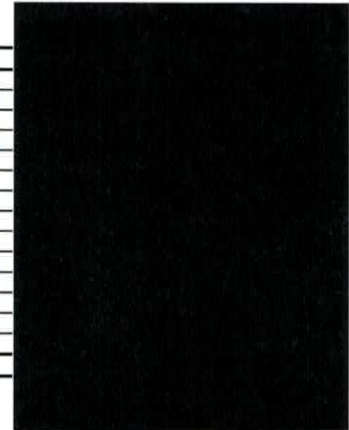| Item #	Description
1.1	Mobilization (maximum of 10% of Total Initial Costs)
1.2	Planning - Part 1 (approved Detailed Project Schedule, PMP, SDP and QAMTP)
1.3	Analysis (approved Future Updated Business Rules and RTM)
1.4	Design - Part 1 (approved FSD)
1.5	Planning - Part 2 (approved Start of Contract Transition Plan, and Data Cleansing and Migration Plan)
1.6	Design - Part 2 (approved SDD RDD Notifications Manual and PCD)
1.7	Approved Functionality Assurance Test Report
1.8	Planning & Design - Part 3 approved Plans: Installation, DRP, BCP, Training, Master Staffing, Maintenance, and Facilities Buildout Design)
1.9	Buildout of Customer Contact Center and Walk Up Centers
1.10	Planning - Part 4 (approved SOPs, Safety and Security Plan, and End of Contract Transition Plan)
1.11	Approved System Integration Test Report & Data Cleansing and Migration Test Report
1.12	Data Cleansing and Migration
1.13	Go-Live Readiness (approved Load Test Report, UAT Report, and DR Test Report)
1.14	System Acceptance (approved Operational and Acceptance Test Report) (minimum of 10% of Total Initial Costs)

Indiana Finance Authority/Joint Board
RiverLink CSC & BOS

Form G
Initial

Request for Proposals - Addendum 1
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Table 1A
Initial Costs
Details

Item #	Description
1.1	**Mobilization (maximum of 10% of Total Initial Costs)**
1.1.1	Mobilization
	Subtot
1.2	**Planning - Part 1 (approved Detailed Project Schedule, PMP, SDP and QAMTP)**
1.2.1	Detailed Project Schedule
1.2.2	PMP
1.2.3	SDP
1.2.4	QAMTP
	Project Facilitation
	If additional rows are needed, add above this row (and ensure amounts are included in Subtotals and Totals).
	Subtot
1.3	**Analysis (approved Future Updated Business Rules and RTM)**
1.3.1	Future Updated Business Rules
1.3.2	RTM
	Project Facilitation
	If additional rows are needed, add above this row (and ensure amounts are included in Subtotals and Totals).
	Subtot
1.4	**Design - Part 1 (approved FSD)**
1.4.1	FSD
	Project Facilitation
	If additional rows are needed, add above this row (and ensure amounts are included in Subtotals and Totals).
	Subtot
1.5	**Planning - Part 2 (approved Start of Contract Transition Plan, and Data Cleansing and Migration Plan**
1.5.1	Start of Contract Transition Plan
1.5.2	Data Cleansing and Migration Plan
	Project Facilitation
	If additional rows are needed, add above this row (and ensure amounts are included in Subtotals and Totals).
	Subtot
1.6	**Design - Part 2 (approved SDD, RDD, Notifications Manual, and PCD)**
1.6.1	SDD
1.6.2	RDD
1.6.3	Notifications Manual
1.6.4	PCD
	Project Facilitation
	If additional rows are needed, add above this row (and ensure amounts are included in Subtotals and Totals).
	Subtot
1.7	**Approved Functionality Assurance Test Report**
1.7.1	FAT Report
	Project Facilitation
	If additional rows are needed, add above this row (and ensure amounts are included in Subtotals and Totals).
	Subtot
1.8	**Planning & Design - Part 3 approved Plans: Installation, DRP, BCP, Training, Master Staffing, Mainte**
1.8.1	Installation Plan
1.8.2	DRP
1.8.3	BCP
1.8.4	Training Plan
1.8.5	Master Staffing Plan
1.8.6	Maintenance
1.8.7	Buildout design
	Development
	Project Facilitation
	If additional rows are needed, add above this row (and ensure amounts are included in Subtotals and Totals).
	Subtot
1.9	**Buildout of Customer Contact Center and Walk Up Centers**
1.9.1	Buildout of CCC and WUCs
	Project Facilitation
	If additional rows are needed, add above this row (and ensure amounts are included in Subtotals and Totals).
	Subtot
1.10	**Planning - Part 4 (approved SOPs, Safety and Security Plan, and End of Contract Transition Plan)**
1.10.1	SOPs
1.10.2	Safety and Security Plan
1.10.3	End of Contract Transition Plan
	Project Facilitation
	If additional rows are needed, add above this row (and ensure amounts are included in Subtotals and Totals).
	Subtot
1.11	**Approved System Integration Test Report & Data Cleansing and Migration Test Report**
1.11.1	SIT Report
1.11.2	Data Cleansing and Migration Test Report
	Project Facilitation
	If additional rows are needed, add above this row (and ensure amounts are included in Subtotals and Totals).
	Subtot

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Form G
1A Initial Detail

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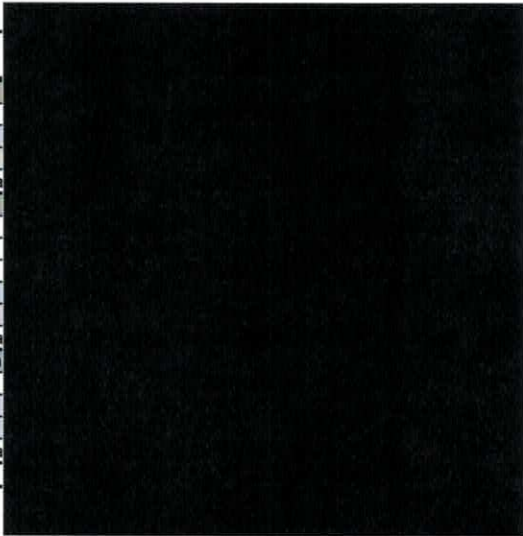| Item #	Description	
1.12	**Data Cleansing and Migration**	
1.12.1	Data Cleansing and Migration	
	Project Facilitation	
	If additional rows are needed, add above this row (and ensure amounts are included in Subtotals and Totals).	
		Subtota
1.13	**Go-Live Readiness (approved Load Test Report, UAT Report, and DR Test Report)**	
1.13.1	Load Test Report	
1.13.2	UAT Report	
1.13.3	DR Test Report	
	Project Facilitation	
	If additional rows are needed, add above this row (and ensure amounts are included in Subtotals and Totals).	
		Subtota
1.14	**System Acceptance (approved Operational and Acceptance Test Report) (minimum of 10% of Total In**	
1.14.1	Operational and Acceptance Test Report	
	Project Facilitation	
	If additional rows are needed, add above this row (and ensure amounts are included in Subtotals and Totals).	
		Subtota
		TOTA

Table 2
BOS Administration, Maintenance and Support Services Costs
Summary

Item #	Description	
2.1	Year 1 of Operations	
2.2	Year 2 of Operations	
2.3	Year 3 of Operations	
2.4	Year 4 of Operations	
2.5	Year 5 of Operations	
2.6	Year 6 of Operations	
2.7	Year 7 of Operations	

Indiana Finance Authority/Joint Board
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Form G
2 BOS Admin

Request for Proposals - Addendum 1
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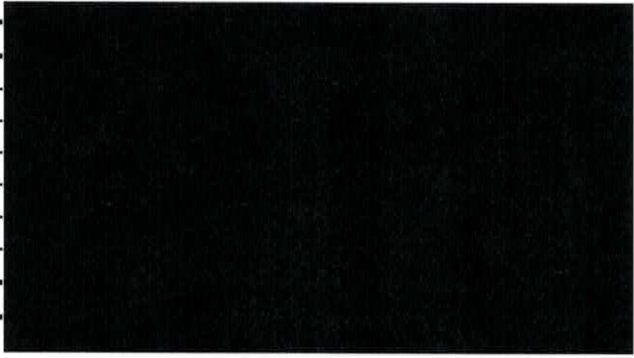
Table 2A
BOS Administration, Maintenance and Support
Details

Item #	Description
Year 1 of Operations	
2.1.1	Management/Supervision
2.1.2	Network Management
2.1.3	System Administra ion
2.1.4	System Monitoring
2.1.5	Upgrades
2.1.6	Materials
2.1.7	Equipment (including refresh, if any)
2.1.8	PCI Compliance & Certification
2.1.9	Escrow and Performance Bond
2.1.10	Travel
2.1.11	Equipment and SW Licensing and Support Renewals
	If additional rows are needed, add above this row (and ensure amounts are included in Subtotals and Totals).
	Subtot
Year 2 of Operations	
2.2.1	Management/Supervision
2.2.2	Network Management
2.2.3	System Administra ion
2.2.4	System Monitoring
2.2.5	Upgrades
2.2.6	Materials
2.2.7	Equipment (including refresh, if any)
2.2.8	PCI Compliance & Certification
2.2.9	Escrow and Performance Bond
2.2.10	Travel
2.2.11	Equipment and SW Licensing and Support Renewals
	If additional rows are needed, add above this row (and ensure amounts are included in Subtotals and Totals).
	Subtot
Year 3 of Operations	
2.3.1	Management/Supervision
2.3.2	Network Management
2.3.3	System Administra ion
2.3.4	System Monitoring
2.3.5	Upgrades
2.3.6	Materials
2.3.7	Equipment (including refresh, if any)
2.3.8	PCI Compliance & Certification
2.3.9	Escrow and Performance Bond
2.3.10	Travel
2.3.11	Equipment and SW Licensing and Support Renewals
	If additional rows are needed, add above this row (and ensure amounts are included in Subtotals and Totals).
	Subtot
Year 4 of Operations	
2.4.1	Management/Supervision
2.4.2	Network Management
2.4.3	System Administra ion
2.4.4	System Monitoring
2.4.5	Upgrades
2.4.6	Materials
2.4.7	Equipment (including refresh, if any)
2.4.8	PCI Compliance & Certification
2.4.9	Escrow and Performance Bond
2.4.10	Travel
2.4.11	Equipment and SW Licensing and Support Renewals
	If additional rows are needed, add above this row (and ensure amounts are included in Subtotals and Totals).
	Subtot
Year 5 of Operations	
2.5.1	Management/Supervision
2.5.2	Network Management
2.5.3	System Administra ion
2.5.4	System Monitoring
2.5.5	Upgrades
2.5.6	Materials
2.5.7	Equipment (including refresh, if any)
2.5.8	PCI Compliance & Certification
2.5.9	Escrow and Performance Bond

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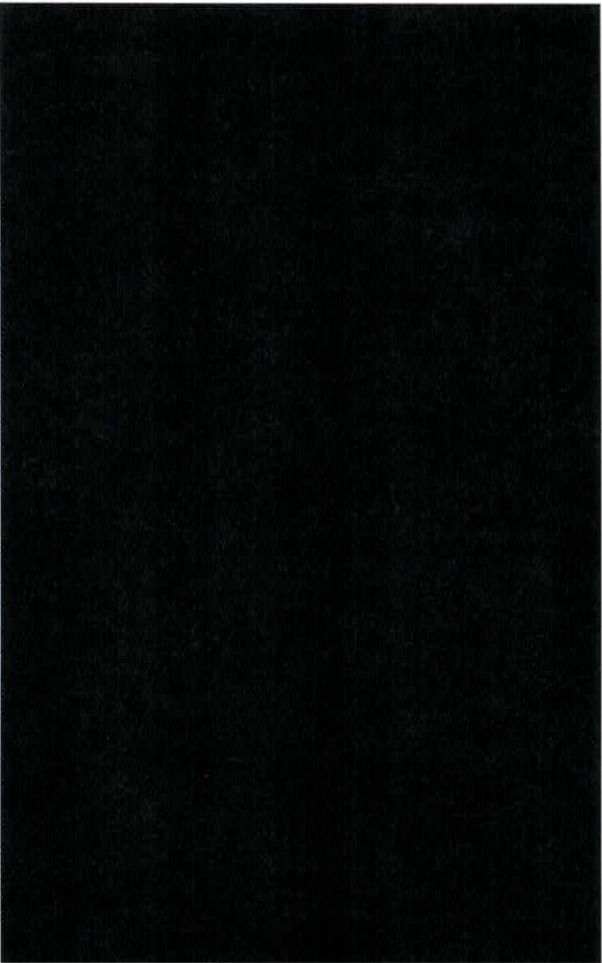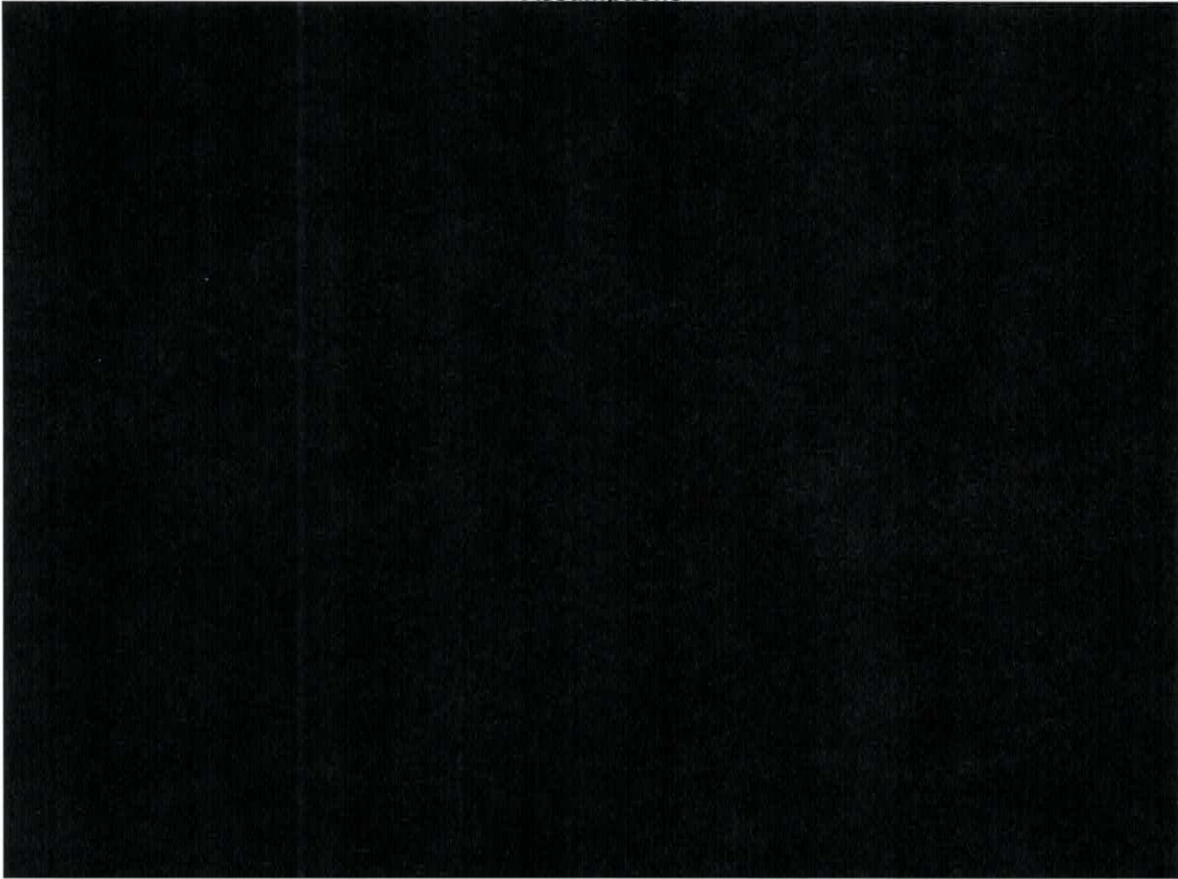| Item #	Description	
2.5.10	Travel	
2.5.11	Equipment and SW Licensing and Support Renewals	
	If additional rows are needed, add above this row (and ensure amounts are included in Subtotals and Totals).	
	Subtot	
Year 6 of Operations		
2.6.1	Management/Supervision	
2.6.2	Network Management	
2.6.3	System Administration	
2.6.4	System Monitoring	
2.6.5	Upgrades	
2.6.6	Materials	
2.6.7	Equipment (including refresh, if any)	
2.6.8	PCI Compliance & Certification	
2.6.9	Escrow and Performance Bond	
2.6.10	Travel	
2.6.11	Equipment and SW Licensing and Support Renewals	
	If additional rows are needed, add above this row (and ensure amounts are included in Subtotals and Totals).	
	Subtot	
Year 7 of Operations		
2.7.1	Management/Supervision	
2.7.2	Network Management	
2.7.3	System Administration	
2.7.4	System Monitoring	
2.7.5	Upgrades	
2.7.6	Materials	
2.7.7	Equipment (including refresh, if any)	
2.7.8	PCI Compliance & Certification	
2.7.9	Escrow and Performance Bond	
2.7.10	Travel	
2.7.11	Equipment and SW Licensing and Support Renewals	
	If additional rows are needed, add above this row (and ensure amounts are included in Subtotals and Totals).	
	Subtot	
	TOTA	

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Form G
2A BOS Admin Detail

Request for Proposals - Addendum 1
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Table 3

Description	Minimum Volume (Monthly)
IOP Transactions from Away Agencies and Transponder-Based ORB Transaction	
Level 1	1
Level 2	1,221,638
Level 3	2,238,152
Posted ORB VTolls	
Level 1	1
Level 2	239 781
Level 3	439,300
Posted Image-Based ORB Transactions	
Level 1	1
Level 2	583 747
Level 3	1,069,478
Image-Based ORB Transactions that cannot post to an Account	
Level 1	1
Level 2	71 697
Level 3	131,354
Monthly Billing Statements that are paid in full (prior to Collections)	
Level 1	1
Level 2	172,679
Level 3	316,363
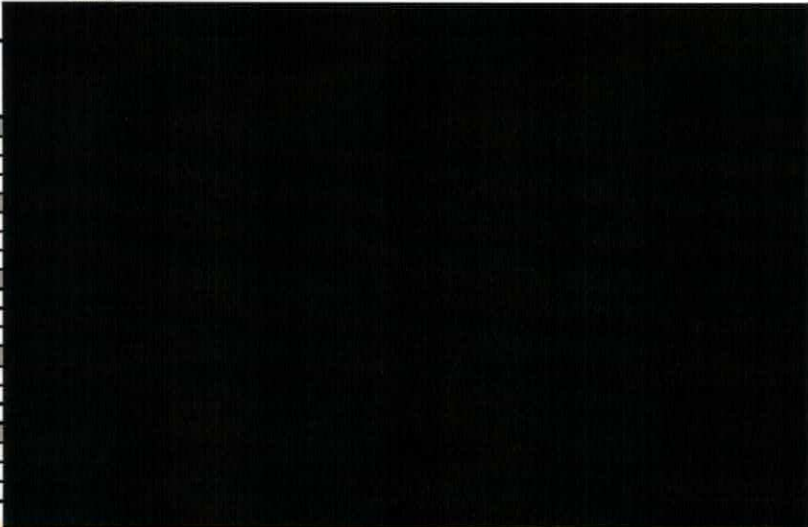
Notes:

1) "IOP Transactions from Away Agencies and Transponder-Based ORB Transactions" includes Interoperable TBTs and IBTs from Away Agency facilities posted to RiverLink Accounts and TBTs from ORB facilities (for RiverLink Transponders and for Away Agency Transponders).

2) "Posted ORB VTolls" only includes IBTs from ORB facilities (for RiverLink plates and Away Agency plates).

3) "Posted Image-Based ORB Transactions" does not include IBTs that are posted ORB VTolls.

4) "Image-Based ORB Transactions that Cannot Post to an Account" includes only those IBTs that were processed through Image Review (OCR and/or Manual Review) and excludes BTs that were rejected prior to Image Review (e.g., rejected duplicates).

5) "Monthly Billing Statements that are paid in full" only applies to post-paid MBSs that have been paid in full during an aging level prior to being sent to Collections (i.e., any transaction/fee/notice that is sent to Collections is not eligible for TSP2 to invoice back to the States upon payment).

6) Adjustments to these unit costs could be made every other year starting at Year 3 of Operations, if mutually agreed to. These adjustments are not required and are not mandatory.

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Form G
3 Variable Operations

Request for Proposals - Addendum 1
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Table 3A
Variable Operations Costs
Assumptions

Notes:
Assumptions listed are those used to determine the Variable Operations Costs. The Joint Board is not responsible for the inaccuracy of any assumption made or listed.

Table 4
Fixed Operations Costs
Summary

Item #	Description	
4.1	Year 1 of Operations	
4.2	Year 2 of Operations	
4.3	Year 3 of Operations	
4.4	Year 4 of Operations	
4.5	Year 5 of Operations	
4.6	Year 6 of Operations	
4.7	Year 7 of Operations	
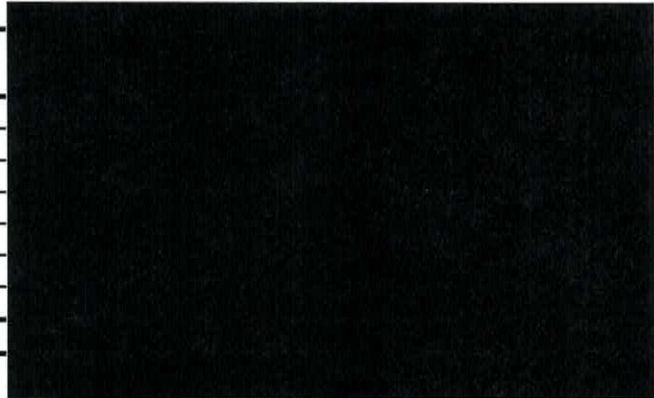
Table 4A
Fixed Operations Costs
Details

Description
Customer Contact Center
Hardware Costs
Software Costs
Other Costs
Subtota
Kentucky Walk-Up Center
Hardware Costs
Software Costs
Other Costs
Subtota
Indiana Walk-Up Center
Hardware Costs
Software Costs
Other Costs
Subtota
TOTAL

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Form G
4A Fixed Ops Detail

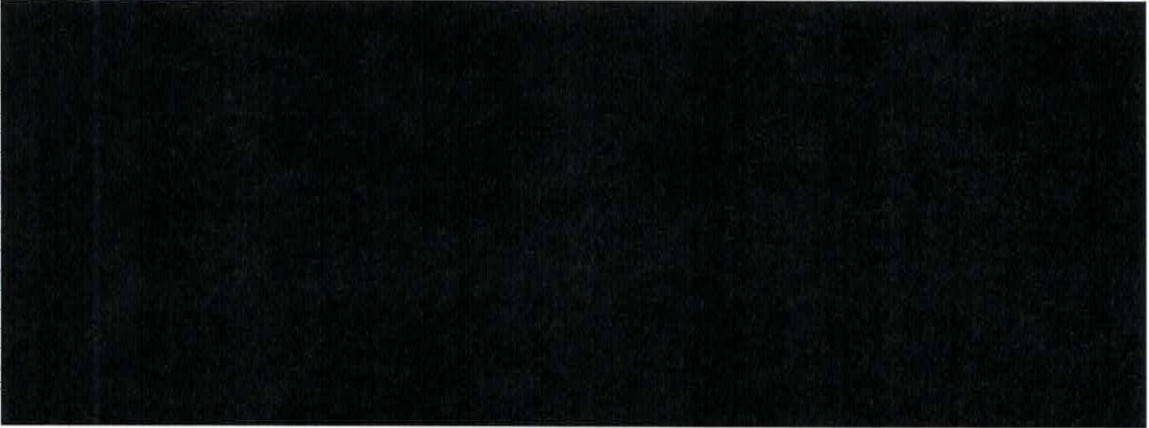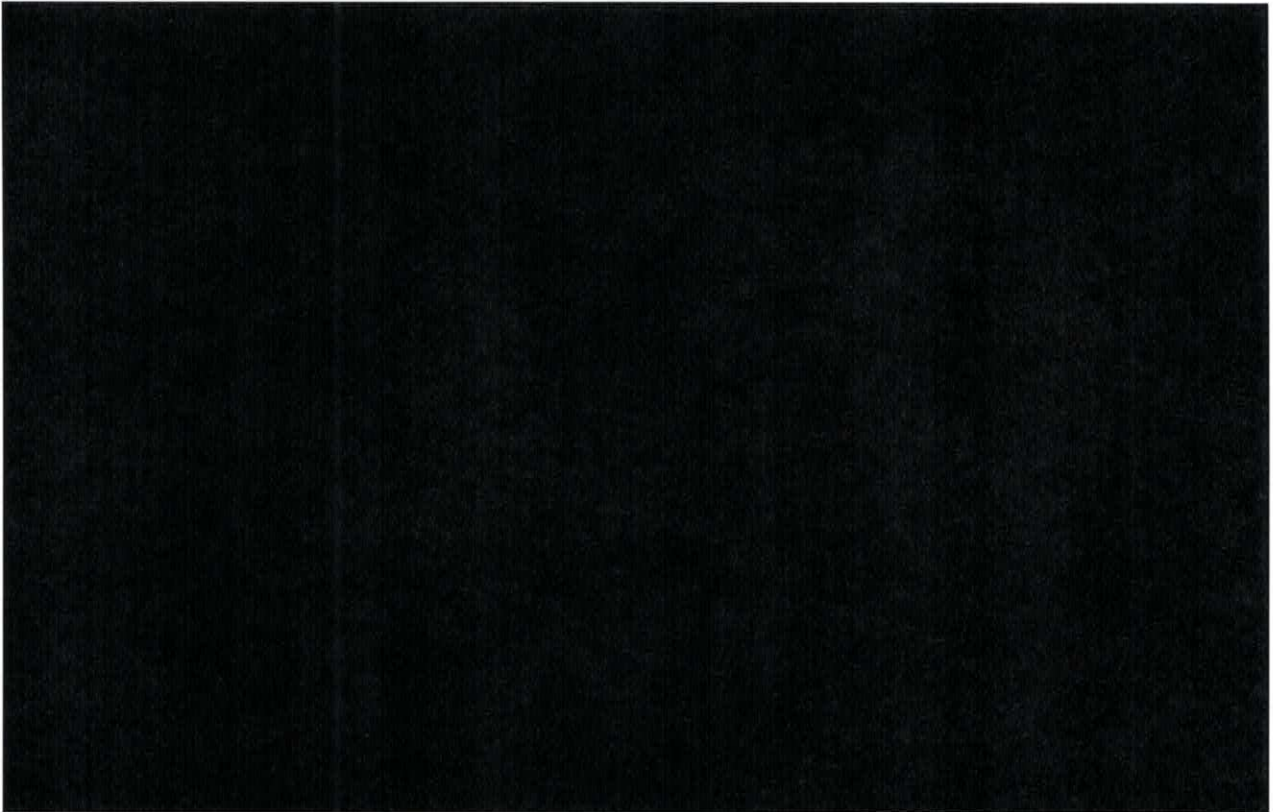Request for Proposals - Addendum 1
ITP Forms

Table 4B
Fixed Operations Costs
Assumptions

Notes:
Assumptions listed are those used to determine the Fixed Operations Costs. The Joint Board is not responsible for the inaccuracy of any assumption made or listed.

Table 5
End of Contract Transition Costs
Summary

Table 5A
End of Contract Transition Costs
Details

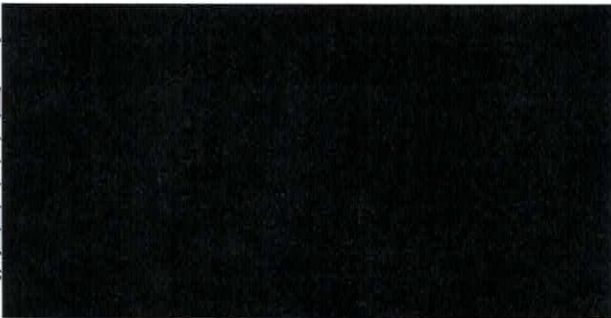| Description	
End of Contract Transition Costs (assumes transition occurs after 7 years of operations)	
Coordination	
Testing	
Migration	
As-Built Documentation	
If additional rows are needed, add above this row (and ensure amounts are included in Subtotals and Totals).	
	TOTAL

Table 6
Costs for Various Pass-Through Cost Items

Description	
Unit Cost per Other Mailed Notification[1]	
Unit Cost per Transponder Retail Package[2]	
Unit Cost per Successful Out-of-State VRI Lookup[3]	

Notes:

[1] TSP2 will be reimbursed for the actual cost (without markup or overhead) of mailing other mailed Notifications up to the respective unit costs indicated above.

[2] TSP2 will be reimbursed for the actual cost (without markup or overhead) of procuring Transponder Retail Packages up to the respective unit costs indicated above.

[3] TSP2 will be reimbursed for the actual costs (without markup or overhead) of a successful Out of State VRI lookup up to a maximum amount of $1.25 per successful lookup. The maximum value in the following cells shall be $1.25. Any costs above this value should be included in the costs provided on tab "3 Variable Operations".

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Form G
6 Various Pass-Throughs

Request for Proposals - Addendum 1
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Table 7
Additional Labor Costs

Position
Project Director
Project Manager
Deputy Project Manager
Customer Service Center Manager
CSC HR/Staffing Lead
Data Migration Manager
Finance and Operational Reporting Manager
Maintenance Manager
Technical/Solution Architect
Back Office and Development Manager
Quality Assurance/Testing Manager
Training Manager
Training Manager
Systems Engineer
Database Analyst
Network Analyst
Software Programmer I
Software Programmer II
Software Programmer III
Installation Manager
IVR Systems Specialist
IT Technical Support for CSC
Imager Reviewer Supervisor
Image Reviewer
Customer Service Center Supervisor
Customer Service Center CSR
Walk Up Center Supervisor
Walk Up Center CSR
Fulfillment Staff
Fulfillment Supervisor
Lockbox Supervisor
Lockbox Staff
Communications Specialist
Database Admin
Sr. Experience/UI Designer
Sr. Experience/UI Researcher
CSC Training Manager
If additional rows are needed, add above this row.

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Form G
7 Labor Rates

Request for Proposals - Addendum 1
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