REQUEST FOR QUALIFICATIONS

Customer Service Staffing Optimization

Appendix A

Technical Response Guide (TRG)

Table of Contents

1 RFQ Technical Response Guide

This appendix to the Customer Service Staffing Optimization RFQ (hereafter "RFQ" and "Technical Response Guide") contains instructions and a template for each vendor to use when submitting their response to SRTA. Each vendor should follow the prescribed format included in this Technical Response Guide.

2 Response Questions

2.1 Experience Verification

Prequalification Question	Response Options		Instructions
Has your organization successfully managed at least three (3) contracts of similar scope, size, and complexity within the tolling industry within the past five (5) years? Refer to Section 3.6.4 of the RFQ document for additional information.	Yes ☐ No ☐		If yes, identify each project, client, and completion date.

[Vendor response here]

2.2 References

Prequalification Question	Instructions
Part 1: Provide at least three (3) recent clients (within the last five years) for similar work to this Contract. **Part 2:** Vendors must also prepare and distribute the Reference Questionnaire provided in Appendix B to the clients mentioned in Part 1 of this question. Individuals completing the questionnaire should be knowledgeable about the vendor's performance and have had substantial involvement in the services being referenced.	For Part 1, provide the following information for each reference below the table, not within the table cell: 1. Name 2. Title 3. Agency 4. Address 5. Email 6. Phone Number For Part 2, please have references provided in Part 1 complete the Reference Questionnaire form. It is the vendor's responsibility to follow up with its references to ensure the completed questionnaires are emailed directly by the reference's business email account to the designated SRTA email address before the RFQ Submittal Deadline. Questionnaires sent by the vendors or submitted on any other channel except the references business email account will not be accepted. SRTA may request additional references if needed.

[Vendor response here. Also have references complete and submit Appendix B. Reference Questionnaire]

2.3 Financial Stability

Prequalification Question	Instructions
To demonstrate the vendor possesses the adequate financial resources necessary for this project, each vendor shall deliver to SRTA, at the time of submission of its RFQ response, a complete set of the then previous three (3) years of consolidated financial statements, including, without limitation, balance sheet and income statements, statement of cash flows, and notes related thereto. Financial statements should demonstrate positive cash flow from operating activities for the previous three (3) years. If an audited financial statement for the prior year is not available, an unaudited financial statement may be provided certified as true, complete, and accurate by the vendor's Chief Financial Officer or its outside accounting firm. By submitting an RFQ response, each vendor, if short-listed, agrees to deliver to SRTA, current and updated financial statements, certified as true, complete, and accurate by the vendor's Chief Financial Officer (or outside accounting firm), reasonably requested by SRTA from time to time. This information does not count toward any page limit. This information must be included as a separate attachment from the Qualification Statement in a PDF file.	Please provide financial statements for the previous three (3) as an appendix to the RFQ TRG. These documents will not count toward the page limit.

2.4 PCI Compliance

Prequalification Question	Response Options		Instructions
Is your organization in compliance with the current Payment Card Industry Data Security Standard (PCI-DSS) and able to provide documented proof of annual PCI-DSS certification?	Yes No	☐ ☐	If Yes, please provide a copy of your PCI-DSS certification as an appendix to the RFQ TRG. These documents will not count toward the page limit. If No, please provide your plan for compliance by Go-Live.

2.5 Security Compliance (NIST SP 800-53)

Prequalification Question	Response Options	
Will your organization agree to assist SRTA in being NIST SP 800-53 compliant?	Yes	☐
	No	☐

2.6 Resource Capacity and Implementation Readiness

Pre-Qualification Question	Response Options	
Part 1: Do you have the financial and staffing resources necessary to initiate work within thirty (30) days of Notice to Proceed?	Yes	☐
	No	☐
Part 2: Do you have the financial and staffing resources necessary to Go-Live within six (6) months of project initiation?	Yes	☐
	No	☐

2.7 Advanced Escalations and Regulatory Complaint Management

Prequalification Question
SRTA defines *advanced escalations* as complaints or inquiries submitted to the Better Business Bureau (BBB), Consumer Financial Protection Bureau (CFPB), State Attorneys General, or other state or federal regulatory agencies.   1. BBB Rating Requirement (Pass/Fail):   Confirm that your organization currently holds a BBB rating of A or B. Vendors with a BBB rating of C or below are not eligible for consideration.   2. Narrative Requirement: Describe your organization's process for managing advanced escalations. Your response should reflect a repeatable approach and demonstrate how your organization ensures compliant resolution and improvement in complaint handling.

[Vendor response here]

2.8 Litigation History

Prequalification Question	Response Options		Instructions
Has your organization been terminated for cause or default on any customer service, back office system, or operational management contract within the past five (5) years?	Yes ☐ No ☐		If yes, explain circumstances and resolution.

[Vendor response here]

2.9 Quality & Training Integration

Prequalification Question
Describe your organization's approach to identifying performance gaps and how your training program, assessments, and QA processes work together to address them.

[Vendor response here]

2.10 Customer Experience and Customer Relationship Management

Prequalification Question
Describe your process for using customer feedback, survey results, and interaction data to improve service delivery across phone, chat, email, and walk-in channels. Include any tools, methods, or innovations your organization uses to enhance customer experience or operational efficiency.

[Vendor response here]

2.11 Recruitment, Retention, Coaching, and Workforce Development

Prequalification Question
Describe your approach to recruiting, retaining, and coaching customer service staff. In your response, outline the processes, tools, and practices you use to support employee development, maintain performance, and reduce turnover.

[Vendor response here]

2.12 Employee Transition Plan

Prequalification Question
Describe your organization's approach to transitioning the existing SRTA workforce into your operation. SRTA's expectation is that the selected vendor will retain most or all of the current staff. In your response, provide a detailed employee transition plan that includes key deliverables, milestones, communication steps, and timelines to ensure continuity of operations. Your plan should clearly outline how you will assess, onboard, and retain these employees during the transition period.

[Vendor response here]