

**RFQ QUESTIONS/CLARIFICATIONS TEMPLATE**

**SRTA Solicitation No. 27-001: Customer Service Staff Optimization Services**

**Instructions:** Pursuant to Section 2.4 of the RFQ, Proposers shall use this form to submit questions concerning the RFQ. SRTA reserves the right not to answer questions not submitted on this form. Please complete the company name and other information at the bottom of the page.

#	RFQ document / Section	RFQ page #	Question	Answer
1	Previous Contract		If this is a term contract subject to renewal, what is the term and the maximum number of option periods?	Contractual information will be shared with firms shortlisted and invited to participate in the Request for Proposal (RFP) stage.
2	Previous Contract		Has the current contract gone full term?	This is a new solicitation, there is no previous contract to reference.
3	Previous Contract		Have all options to extend the current contract been exercised?	This is a new solicitation, there is no previous contract to reference.
4	Previous Contract		Who is the incumbent, and how long has the incumbent been providing the requested services?	This is a new solicitation, there is no previous contract to reference.
5	Previous Contract		How are fees currently being billed by any incumbent(s), by category, and at what rates?	This is a new solicitation, there is no previous contract to reference.
6	Previous Contract		What estimated or actual dollars were paid last year, last month, or last quarter to any incumbent(s)?	This is a new solicitation, there is no previous contract to reference.
7	Scope		What is the minimum required total call capacity?	This is a two-step procurement process, beginning with a Request for Qualifications (RFQ) and followed by a Request for Proposals (RFP). Relevant information will be provided to firms shortlisted and invited to participate in the RFP stage. Section 5 outlines the proposed scope of services, which will be included as part of the RFP documentation.
8	Scope		What is the minimum simultaneous inbound call capacity?	See the provided response above from question #7
9	Scope		What is the maximum wait time?	See the provided response above from question #7
10	Scope		What is the maximum hold time?	See the provided response above from question #7
11	Scope		What percentage of inbound calls must be answered by a live operator?	See the provided response above from question #7
12	Scope		What percentage of calls must be resolved without a transfer, second call, or a return call?	See the provided response above from question #7
13	Scope		What is the maximum percentage of calls that can be terminated by the caller without resolution?	See the provided response above from question #7
14	Scope		Is there a minimum or maximum number of operators and supervisors?	See the provided response above from question #7
15	Scope		What are the call center's hours of operation?	See the provided response above from question #7
16	Scope		What are the required language options?	See the provided response above from question #7
17	Scope		What is the required degree of dedication for the call center? (Can the call center work on other contracts at the same time as this one)?	See the provided response above from question #7
18	Scope		What are the recording requirements for inbound and outbound phone calls and how long must recordings be maintained?	See the provided response above from question #7
19	Scope		What are the recording and storage requirements for non-phone communications?	See the provided response above from question #7
20	Scope		What information is to be included in call logs?	See the provided response above from question #7
21	Scope		What is the current number of seats for operators and supervisors at your existing call center?	See the provided response above from question #7
22	Scope		What time of day, days of the week, or times of the year do calls typically peak?	See the provided response above from question #7
23	Basic Information		Please reconfirm the due date for this procurement by providing it in response to answers to questions.	See the Solicitation Schedule Section 1.3
24	Basic Information		Will Attachment 3 will be made available?	This is a two-step procurement process, beginning with a Request for Qualifications (RFQ) and followed by a Request for Proposals (RFP). Relevant information (Attachment 3) will be provided to firms shortlisted and invited to participate in the RFP stage. Section 5 outlines the proposed scope of services, which will be included as part of the RFP documentation.

25	Basic Information		Why has this bid been released at this time?	SRTA is releasing this RFQ at this time to identify qualified firms for the upcoming Customer Service Staffing Optimization procurement. This RFQ is the first step in a two step process, and the RFP issued to shortlisted vendors will define the detailed scope, requirements, and contract structure.
26	Insurance		Can you please provide the required types of insurance bidders must have?	This is a two-step procurement process, beginning with a Request for Qualifications (RFQ) and followed by a Request for Proposals (RFP). Relevant information (insurance) will be provided to firms shortlisted and invited to participate in the RFP stage. Section 5 outlines the proposed scope of services, which will be included as part of the RFP documentation.
27	MBE/WBE		Can you please provide greater details regarding your bid bond and/or performance bond requirements related to this contract? For example, what is required with the proposal, and what is required to comply during the term of the contract?	This is a two-step procurement process, beginning with a Request for Qualifications (RFQ) and followed by a Request for Proposals (RFP). Relevant information will be provided to firms shortlisted and invited to participate in the RFP stage. Section 5 outlines the proposed scope of services, which will be included as part of the RFP documentation.
28	Pricing		Are bidders permitted to deviate in any way from any manner of quoting fees you may be expecting? For example, if there is a pricing page in the RFP, can bidders submit an alternate fee structure? If there is no pricing page in the RFP, do you have any preference for how bidders should quote fees or can bidders create their own pricing categories?	This RFQ does not include pricing requirements. Pricing instructions, including the required format and any pricing templates, will be provided in the RFP issued to shortlisted vendors. Bidders will be required to follow the pricing structure and format specified in the RFP, and alternate fee structures or pricing categories will not be permitted.
29	Previous Contract		Please describe your level of satisfaction with your current or recent vendor(s) for the same purchasing activity, if applicable.	This is a new solicitation, there is no previous contract to reference.
30	Previous Contract		If there was a previous solicitation for these services, what was its title, number, release date, and due date?	This is a new solicitation, there is no previous contract to reference.
31	RFQ Section 2.4	7	The RFQ states "the final Contract that SRTA expects to award as a result of this RFQ is attached hereto as Attachment 3 to this RFQ. Please review the Contract and submit any and all questions, clarifications and recommendations to the Issuing Officer by the deadline dates and time specified in this RFQ." However attachment 3 is marked as reserved. Will the Contract be available for comments and questions in the RFQ stage or will that wait until	This is a two-step procurement process, beginning with a Request for Qualifications (RFQ) and followed by a Request for Proposals (RFP). Relevant information (Attachment 3) will be provided to firms shortlisted and invited to participate in the RFP stage. Section 5 outlines the proposed scope of services, which will be included as part of the RFP documentation.
32	RFQ sections 2.6 and 2.16	8 & 13	Both sections are marked as reserved, will these come with the RFP or is there a planned addendum to this RFQ that will release these 2 sections?	Section 2.6 will be released within the RFP, and Section 2.16 doesn't apply to the RFQ or RFP
33	RFQ Section 3.6.3	16	The page limit for the technical response is 15 pages, however the Technical response Guide is 12 pages alone. Will SRTA respectfully consider increasing the page limit to allow for detailed, thoughtful responses to be given?	Proposers must use the revised RFQ TRG Word document issued with this Addendum. Vendors may adjust page breaks and add narrative text below each table, but the tables, headers, structure, and required content must remain intact to ensure consistent evaluation. Vendors may not substitute their own formats, headers, footers, or table designs for the required response document. The page limit for the Technical Response has been increased to eighteen (18) pages.
34	RFQ Section 5	21	Will the SRTA Policies, service levels and performance metrics are referenced within the scope of services be available for comments and questions in the RFQ stage or will that wait until the RFP stage?	All policies, service levels, KPIs, and departmental metrics referenced in the RFQ are included for informational purposes at this stage. Any additional clarification or discussion of performance metrics will occur during the RFP stage for shortlisted vendors.

35	RFQ Section 5	21	" 5. Call Center and Live Chat Services" references multilingual call center and live chat operations tha meets SRTA service level expectations. Question: Can you please provide the languages that should be staffed along with the required channels?	SRTA requires bilingual English and Spanish live agent support for both call center and live chat operations. For all other languages, vendors must provide access to interpretation services and/or AI enabled translation tools that support at least 200 languages. These services must be available across all customer service channels during operating hours. SRTA does not require live-agent support for additional languages beyond English and Spanish.
36	Appendix A, section 2.6 and 2.12	12	Part 1: Do you have the financial and staffing resources necessary to initiate work within thirty (30) days of Notice to Proceed? Part 2: Do you have the financial and staffing resources necessary to Go-Live within six (6) months of project initiation? Question: In section 2.12 SRTA confirms its expectation that the selected vendor will retain most or all of their current staff. Can SRTA explain what they are looking for firms to address in responding to 2.6 if most staff will be hired as noted in 2.12. Please clarify what staffing resources SRTA is looking for us to respond about in this section.	Section 2.6 refers to the vendor's ability to staff the key personnel and implementation resources required to stand up the program. While SRTA expects the selected vendor to retain most or all current front-line staff as described in Section 2.12, the vendor must still provide the leadership, technical, training, quality, and transition resources necessary to initiate work within 30 days and achieve go live within six months. This includes all key personnel identified in the RFQ as well as any implementation specialists needed to develop training materials, quality processes, knowledge bases, and operational readiness plans.
37	RFQ Customer Service Staffing Optimiazation	5	Would SRTA consider granting a one-week extension?	SRTA is not considering any changes to the RFQ schedule at this time. All deadlines remain as published in the RFQ.
38	Appendix A	1	"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." Question: Will SRTA release the Technical Response Guide as a Word document so that we may follow the prescribed format?	Proposers must use the revised RFQ TRG Word document issued with this Addendum. Vendors may adjust page breaks and add narrative text below each table, but the tables, headers, structure, and required content must remain intact to ensure consistent evaluation. Vendors may not substitute their own formats, headers, footers, or table designs for the required response document. The page limit for the Technical Response has been increased to eighteen (18) pages.
39	Appendix A, 2.7	7	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. Question: Its our understanding if an organization's BBB rating is less that A or B that it would be a fail criteria. Can SRTA confirm if an organization does not have any BBB rating, would this be considered a fail criteria? Would SRTA consider making this an optional requirement since many firms may not have this type of rating?	Vendors that hold a BBB rating of A or B, or vendors that do not have a BBB rating, may be considered. Vendors with a BBB rating of C or below do not qualify.
40	Appendix A, 2.7	7	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. Question: Would SRTA consider making this an optional requirement since some firms may not have this type of rating?	Duplicate
41	Forms		The Offer Document #9 PDF seems to be corrupted. Please release a corrected version.	Revised Offer Document #9 Included within the Amendment

42	RFQ, 4.2.1. Evaluation Criteria	20	<p>"RFQ/SOQ/Proposals will be evaluated based on the following criteria and point valued assigned below:..."</p> <p>The evaluation scoring is either pass/fail or points for sections 2.1 through 2.10 of the Technical Response Guide. How are sections 2.11 and 2.12 of the Technical Response Guide going to be scored? Are they pass/fail or points?</p>	<p>The scoring criteria in Section 4.2.1 of the RFQ. Table 1: Scoring Criteria has been replaced in its entirety and now defines the evaluation and point allocation for the Technical Response Guide.</p> <p>Sections 2.1 through 2.12 of the Technical Response Guide will be evaluated using the updated criteria reflected in the revised Table 1 below.</p> <table border="1" data-bbox="1671 391 2494 802"> <thead> <tr> <th>Response Element</th> <th>Section Reference</th> <th>Maximum Score</th> </tr> </thead> <tbody> <tr> <td>Experience Verification</td> <td>Technical Response Guide 2.1</td> <td>Pass/Fail</td> </tr> <tr> <td>References</td> <td>Technical Response Guide 2.2</td> <td>Pass/Fail</td> </tr> <tr> <td>Financial Stability</td> <td>Technical Response Guide 2.3</td> <td>Pass/Fail</td> </tr> <tr> <td>PCI Compliance</td> <td>Technical Response Guide 2.4</td> <td>Pass/Fail</td> </tr> <tr> <td>Security Compliance (NIST SP 800-53)</td> <td>Technical Response Guide 2.5</td> <td>Pass/Fail</td> </tr> <tr> <td>Resource Capacity and Implementation Readiness</td> <td>Technical Response Guide 2.6</td> <td>Pass/Fail</td> </tr> <tr> <td>Advanced Escalations and Regulatory Complaint Management</td> <td>Technical Response Guide 2.7</td> <td>15</td> </tr> <tr> <td>Litigation History</td> <td>Technical Response Guide 2.8</td> <td>15</td> </tr> <tr> <td>Quality &amp; Training Integration</td> <td>Technical Response Guide 2.9</td> <td>15</td> </tr> <tr> <td>Customer Experience and Customer Relationship Management</td> <td>Technical Response Guide 2.10</td> <td>25</td> </tr> <tr> <td>Recruitment, Retention, Coaching, and Workforce Development</td> <td>Technical Response Guide 2.11</td> <td>15</td> </tr> <tr> <td>Employee Transition Plan</td> <td>Technical Response Guide 2.12</td> <td>15</td> </tr> <tr> <td><b>Total</b></td> <td></td> <td><b>100</b></td> </tr> </tbody> </table>	Response Element	Section Reference	Maximum Score	Experience Verification	Technical Response Guide 2.1	Pass/Fail	References	Technical Response Guide 2.2	Pass/Fail	Financial Stability	Technical Response Guide 2.3	Pass/Fail	PCI Compliance	Technical Response Guide 2.4	Pass/Fail	Security Compliance (NIST SP 800-53)	Technical Response Guide 2.5	Pass/Fail	Resource Capacity and Implementation Readiness	Technical Response Guide 2.6	Pass/Fail	Advanced Escalations and Regulatory Complaint Management	Technical Response Guide 2.7	15	Litigation History	Technical Response Guide 2.8	15	Quality & Training Integration	Technical Response Guide 2.9	15	Customer Experience and Customer Relationship Management	Technical Response Guide 2.10	25	Recruitment, Retention, Coaching, and Workforce Development	Technical Response Guide 2.11	15	Employee Transition Plan	Technical Response Guide 2.12	15	<b>Total</b>		<b>100</b>
Response Element	Section Reference	Maximum Score																																												
Experience Verification	Technical Response Guide 2.1	Pass/Fail																																												
References	Technical Response Guide 2.2	Pass/Fail																																												
Financial Stability	Technical Response Guide 2.3	Pass/Fail																																												
PCI Compliance	Technical Response Guide 2.4	Pass/Fail																																												
Security Compliance (NIST SP 800-53)	Technical Response Guide 2.5	Pass/Fail																																												
Resource Capacity and Implementation Readiness	Technical Response Guide 2.6	Pass/Fail																																												
Advanced Escalations and Regulatory Complaint Management	Technical Response Guide 2.7	15																																												
Litigation History	Technical Response Guide 2.8	15																																												
Quality & Training Integration	Technical Response Guide 2.9	15																																												
Customer Experience and Customer Relationship Management	Technical Response Guide 2.10	25																																												
Recruitment, Retention, Coaching, and Workforce Development	Technical Response Guide 2.11	15																																												
Employee Transition Plan	Technical Response Guide 2.12	15																																												
<b>Total</b>		<b>100</b>																																												
43	General		Is this a new initiative, or does the SRTA have an incumbent on this? If there is an incumbent, please disclose their names and, if possible, provide the incumbent's proposals along with their cost proposals to facilitate competitive pricing.	This is a new solicitation, there is no previous contract to reference.																																										
44	General		What is the estimated budget for this contract? If unknown, please provide previous spending.	SRTA is not releasing a budget range for this procurement. This is a new solicitation, and there is no previous contract or historical spending to reference. Additional details will be provided to shortlisted firms during the RFP stage.																																										
45	General		Is the SRTA facing any issues under the current contract? If so, please specify.	This is a new solicitation, there is no previous contract to reference.																																										
46	General		Please specify the average call handling time.	This is a two-step procurement process, beginning with a Request for Qualifications (RFQ) and followed by a Request for Proposals (RFP). Relevant information will be provided to firms shortlisted and invited to participate in the RFP stage. Section 5 outlines the proposed scope of services, which will be included as part of the RFP documentation.																																										
47	General		How many agents are currently working under this contract?	This is a new solicitation, there is no previous contract to reference.																																										
48	General		It is our understanding that the vendor can provide services remotely (anywhere in the U.S.). Is it correct?	The RFQ does not establish staffing location requirements. SRTA's current expectation is to prioritize staffing in the Atlanta area to support operational continuity. Certain roles, including mail processing and some customer facing positions, will be required to work on site at SRTA headquarters. Final staffing location requirements will be defined in the RFP issued to shortlisted vendors.																																										

49	General		Please specify the current platform/tools that the SRTA is utilizing for the requested services.	See Section 1.2 of the RFQ. SRTA utilizes established customer service and tolling platforms, including a call distribution/IVR system, a live chat platform, and a Back Office System (BOS) provided by SRTA's current tolling integrator. These systems are expected to remain in place for the foreseeable future. Additional technical details will be provided to shortlisted firms during the RFP stage.
50	General		Please provide the expected dates for Contract Award, Implementation Start Date and Go-Live.	SRTA is not releasing specific dates for contract award, implementation start, or go live at the RFQ stage. This is a two step procurement process, and the detailed schedule will be provided to shortlisted firms in the RFP. As noted in the RFQ, SRTA anticipates contract award in early 2027, with implementation beginning shortly thereafter and go live occurring within six months of project initiation.
51	General		Is it possible for the SRTA to extend the proposal due date?	SRTA is not considering any changes to the RFQ/RFP schedule. All deadlines remain as published in the solicitation.
52	General		Does the SRTA require pricing information to be included within the proposal? If yes, please clarify under which section the pricing should be provided and whether the SRTA has a specific format or template for submitting the cost/pricing details.	No, pricing information is not required. This is a two-step procurement process, beginning with a Request for Qualifications (RFQ) and followed by a Request for Proposals (RFP). Firms shortlisted and invited to participate in the RFP stage will have the opportunity to submit a pricing proposal.
53	General		It is our understanding that the SRTA does not require cost/pricing information as part of the proposal submission. Kindly confirm if this understanding is correct.	See the provided response above from question #52
54	1-SRTA_27-001_RFQ_Customer-Service-Staffing-Optimization_sw_2-24-26-1 / 1.5 Contact Information	5	It is our understanding that the vendors need to submit their 1 consolidated proposal via email at procurement@srta.ga.gov	Yes. Vendors must submit one consolidated proposal via email to procurement@srta.ga.gov, as stated in the RFQ.
55	Appendix A, TRG: Section 2.2 References	Page 2	The RFQ specifies project references from the past five years. Would SRTA consider expanding this timeframe to seven or ten years to allow inclusion of long running customer service and operations programs that demonstrate sustained performance and relevance to this scope? Allowing references from a slightly broader period would provide SRTA with a more complete understanding of long term performance and organizational capability, while still maintaining relevance to the scope of this procurement.	The RFQ currently specifies that references must include work performed within the past five years, and that requirement remains in effect. Vendors may, however, provide supplemental information on long running programs if it helps illustrate sustained performance relevant to this scope, provided that some portion of the engagement occurred within the past five years.
56	RFQ 27-001: Section 1.3 Solicitation Schedule	Pages 1 and 5	Would SRTA consider extending the deadline for written questions and the SOQ submission deadline by one week? A brief extension would help ensure that all proposers have sufficient time to return the required	SRTA is not considering any changes to the RFQ or RFP schedule at this time. All deadlines remain as published in the RFQ.
57	Appendix A		For Appendix A responses, is it permissible to delete informational text in our response, e.g. the Part 2 instructions for Section 2.2?	Proposers must use the revised RFQ TRG Word document issued with this Addendum. Vendors may adjust page breaks and add narrative text below each table, but the tables, headers, structure, and required content must remain intact to ensure consistent evaluation. Vendors may not substitute their own formats, headers, footers, or table designs for the required response document. The page limit for the Technical Response has been increased to eighteen (18) pages.
58			Can the Authority clarify their expectations regarding the cover letter? Does the Authority expect a two-page letter on company letterhead, signed by an officer of the company, or is Offer Document #2 the expected cover letter?	The Authority expects a two page cover letter on company letterhead, signed by an officer with signature authority. Offer Document #2 is a separate required form and does not replace the cover letter. Both items must be submitted as instructed.

59			Can the references be outside the tolling industry if they are a similar size and complexity?	Yes. References may come from outside the tolling industry as long as they reflect similar size, scope, and operational complexity. However, points are awarded based on how closely the referenced projects match the requirements of this opportunity. References that are more directly aligned with tolling operations or customer service environments will provide stronger evidence of relevant experience and may score higher.
60			Does the Authority prefer that the responses to Section 2 of the Technical Response Guide be left in the existing format? The existing questions as is take up 12 of the allotted 15 pages.	Proposers must use the revised RFQ TRG Word document issued with this Addendum. Vendors may adjust page breaks and add narrative text below each table, but the tables, headers, structure, and required content must remain intact to ensure consistent evaluation. Vendors may not substitute their own formats, headers, footers, or table designs for the required response document. The page limit for the Technical Response has been increased to eighteen (18) pages.
61	Appendix A		Is it acceptable for proposers to answer the questions in Appendix A in their own format, header, footer, font, etc.?	No. Proposers must use the format provided in Appendix A. Vendors may adjust page breaks and add narrative text below each table, but the tables, headers, structure, and required content must remain intact to ensure consistent evaluation. Vendors may not substitute their own formats, headers, footers, or table designs for the Appendix A response.
62	Appendix A		In order to comply with the assigned page limit, is it acceptable for proposers, for example, respond to 2.3 of Appendix A with a heading of "2.3 Financial Stability" followed by a statement of compliance?	No. Proposers may not summarize or replace the content required in the RFQ TRG sections with only a heading and a statement of compliance. Proposers must provide the information requested in each section of the RFQ TRG to allow SRTA to properly evaluate qualifications in accordance with the stated scoring criteria.  To assist proposers in meeting the page limit requirements, a revised RFQ TRG Word document has been issued with this Addendum. The document reformats certain sections, including Section 2.2, to provide additional response space and more concise instructions.  For Section 2.3 – Financial Stability, proposers are only required to follow the instructions provided in that section. Specifically, proposers must provide financial statements for the previous three (3) years as an appendix to the RFQ TRG. These documents will not count toward the page limit. No separate narrative or statement of compliance is required for this section.
63	Contents and Instructions for Statement of Qualifications	14, 16	The font size is 10pt on page 14 and 11pt on page 16. Can we get clarity as to what the font size is for the RFQ?	The required font size for the RFQ is 11-point. The sentence on page 14, Section 3 – Contents and Instructions for Statement of Qualifications (RFQ – Phase 1 Only) should be corrected to read:  "Proposer shall not utilize a font size smaller than 11-point font or have margins that are less than 1 inch."  The reference to 10-point font is an error and should be disregarded. All RFQ responses must comply with the minimum 11-point font size requirement.
64			Who are current contractors for call center and customer service?	This is a new solicitation, there is no previous program to reference.

65			What is the annual spend for call center and customer service engagements within SRTA?	SRTA is not releasing a budget range for this procurement. This is a new solicitation, and there is no previous contract or historical spending to reference. Additional details will be provided to shortlisted firms during the RFP stage.
66			Is it a possibility increase the page limit up to 5 additional? We are finding it incredibly challenging to list our full qualifications within the 15 page limit.	To assist proposers in meeting the page limit requirements, a revised RFQ TRG Word document has been issued with this Addendum. The document reformats certain sections, including Section 2.2, to provide additional response space and more concise instructions.  Additionally, the page limit has been increased from 15 pages to 18 pages. The revised formatting of the RFQ TRG now utilizes approximately ten pages, leaving up to eight pages available for proposers to use for their responses, if needed.
67			Why is the RFP being released at this time?	SRTA is releasing this RFP at this time to engage a professional operations partner with the expertise, tools, and capacity to optimize customer service performance. The intent is to ensure a high quality customer experience, strengthen operational consistency, and support SRTA's long term service goals. This procurement provides an opportunity to evaluate qualified firms and select the partner best positioned to deliver these outcomes.
68			Has the current contract gone full-term?	This is a new solicitation, there is no previous program to reference.
69			Is this a new project? If so, what main goals or objectives would you like to achieve?	Yes, this is a new procurement. SRTA is seeking a professional operations partner to enhance customer experience, improve productivity, and strengthen overall service delivery. Detailed performance expectations and KPIs will be provided to vendors who advance to the next round.
70			What is the current fee schedule for the incumbent or prior contractor?	This is a new solicitation, there is no previous program to reference.
71			Who is the incumbent/prior contractor?	This is a new solicitation, there is no previous program to reference.
72			On a scale of 1–5, how satisfied are you with the current vendor?	This is a new solicitation, there is no previous program to reference.
73			What improvements would you like to see a new vendor bring to the table?	SRTA is seeking a partner that can modernize the customer experience, strengthen the operational foundation for future growth, and deliver best in class service. We are looking for a vendor that brings proven tools, processes, and expertise to enhance productivity, establish a robust knowledge base, and support modern customer service capabilities, including long term 24x7 service options. Our goal is to ensure exceptional service today while building the infrastructure needed for tomorrow.
74			How much money was paid to the incumbent over the past year?	This is a new solicitation, there is no previous program to reference.
75			What are the incumbent's rates?	This is a new solicitation, there is no previous program to reference.
76			What is one quality your current vendor excels at? What is an area for improvement?	This is a new solicitation, there is no previous program to reference.
77			Does the client have any pain points that you'd like to alleviate with a new vendor?	SRTA is seeking a partner that can modernize the customer experience, strengthen the operational foundation for future growth, and deliver best in class service. We are looking for a vendor that brings proven tools, processes, and expertise to enhance productivity, establish a robust knowledge base, and support modern customer service capabilities, including long term 24x7 service options. Our goal is to ensure exceptional service today while building the infrastructure needed for tomorrow.

78			Can agents work remotely?	Yes. Remote (work from home) agents are acceptable, provided all personnel are physically located within the United States. Certain roles require an on site presence in the Atlanta metropolitan area, as outlined in the RFP.
79			Must agents be located in the continental United States?	All personnel must be physically located within the United States.
80			What is not essential to performing work under the scope of the contract, but would be a value add?	SRTA welcomes value added capabilities that enhance the customer experience, improve operational efficiency, or strengthen long term service delivery. While the detailed value add questions will be included in the RFP provided to shortlisted vendors, SRTA encourages all respondents to highlight any additional innovations, tools, or approaches that support continuous improvement and future growth.
81			Does winning this contract guarantee business placement?	Awarding this contract designates the selected vendor as SRTA's operations partner for the scope described. While the awarded vendor will be the provider for these services, SRTA does not guarantee specific volumes of work or minimum transaction levels. Actual work levels may vary based on customer demand and program needs.
82			What is the budget currently allocated for this project?	SRTA is not releasing a budget range for this procurement. This is a new solicitation, and there is no previous contract or historical spending to reference. Additional details will be provided to shortlisted firms during the RFP stage.
83			What is the average time for handling per call? Does this handle time include wrap-up? If not, what is the average wrap-up time?	SRTA will provide detailed transactional volumes, including call handle times, wrap up times, and seasonal patterns, to vendors who advance to the RFP round. At this stage, SRTA can confirm that volumes vary throughout the year and that shortlisted vendors will receive the full data set needed to develop informed operational and staffing approaches.
84			Do you have any seasonality to incoming volumes? If so, can you provide details?	SRTA will provide detailed transactional volumes, including call handle times, wrap up times, and seasonal patterns, to vendors who advance to the RFP round. At this stage, SRTA can confirm that volumes vary throughout the year and that shortlisted vendors will receive the full data set needed to develop informed operational and staffing approaches.
85	1.2 SRTA CSC Operations Background	4	Please confirm if the scope of services for the Retail Center includes account management, transaction processing, and violation processing—similar to what is offered through the Customer Service Center.	Yes. The Retail Center performs the same core customer service functions offered through the Customer Service Center—such as account management, transaction processing, and violation processing—but delivered in person rather than by phone or chat.
86	2.24 No Geographic Preference	14	While there are no explicit geographical restrictions for the Customer Service Center, does SRTA have a preference for it to be located in Georgia?	While SRTA does not impose a geographic requirement for the Customer Service Center, certain functions—such as Retail Center staffing and mail handling—must be performed in Atlanta. SRTA also expects the selected Vendor to retain most or all existing program staff, who are primarily located in the Atlanta area. For new positions, SRTA has a preference for employees to be located in the greater Atlanta region; however, all personnel must be physically located within the United States.
87	5. Scope of Services	21	Please confirm which vendor is responsible for providing the knowledge management system?	The selected Vendor will be responsible for providing and maintaining the Knowledge Management System. This requirement is a core component of the services SRTA is procuring.

88	RFP/3. Overall Page Limitation	16	Can the Authority please clarify: by "the response to Section 3.2" do you mean the cover letter?	<p>The referenced language is to be updated for Section 3. Overall Page Limitation: "The total page limit for Appendix A – RFQ Technical Response Guide (Offer Document #6) is eighteen (18) pages, beginning with the response to Sections 2.1 through 2.12.</p> <p>The following items do not count toward the 18-page limit:</p> <ol style="list-style-type: none"> <li>1. Cover letter</li> <li>2. Cover pages and table of contents</li> <li>3. Financial statements</li> <li>4. Copies of PCI-DSS certification or SOC reports</li> <li>5. Appendix B – Reference Questionnaire: This document will be submitted directly to SRTA for evaluation via the email provided within the document.</li> <li>6. Offer Documents #1 thru #5, and #7 thru #18</li> </ol>
89	RFP/3.2 Proposal Letter and 1. Preparing the RFQ Response	14 & 15	Can the Authority please clarify if they are expecting a completed Offer Document #2 as a Proposal Letter in addition to the cover letter?	Yes. Proposers should provide both a cover letter and a completed Proposal Letter (Offer Document #2). The cover letter is separate from Offer Document #2 and should be included in addition to the completed Proposal Letter form.
90	Offer Document #8	10 of 22	Is the subcontractor referred to in the form the Proposer or a subcontractor of the Proposer?	Offer Document #8 applies to any subcontractors to the Proposer (Prime Contractor). The Proposer should complete this form for each subcontractor proposed as part of the team.
91	Appendix A/2.12 Employee Transition Plan	14 of 14	Does the existing SRTA workforce work remotely or onsite in an office?	The current SRTA Customer Service Center workforce includes both on site and remote staff. Some roles are required to work within SRTA facilities. SRTA has not prescribed a specific staffing model for the future solution; Proposers should propose the staffing approach they believe best meets the requirements of the RFQ.
92	Appendix A/2.12 Employee Transition Plan	14 of 14	How many CSRs are currently employed by the incumbent?	This is a new solicitation, there is no previous program to reference.
93	Doc. 6 - 2.12 Employee Transition Plan Doc. 4 - Proposer Information Form	12	Several elements of the SOQ, including the request for an Atlanta-based contact (Document 4) and the emphasis on transitioning existing SRTA staff (Document 6), suggest a potential preference for a locally based operation. Can SRTA please confirm whether vendors are expected to establish and operate the customer service center in the Atlanta area, or if alternative locations (outside of the state) and delivery models (including remote or hybrid approaches) will be considered without impact to evaluation?	SRTA does not require vendors to establish a dedicated facility in Atlanta at this time. Existing staff who currently work from SRTA facilities may continue to do so, and certain functions—such as Retail Center staffing and mail handling—must remain in Atlanta at SRTA facilities. Beyond those requirements, SRTA is open to a range of operational models, provided all personnel are located within the United States.
94	Doc. 6 - 1.2 SRTA CSC Operations Background	5	Is there a requirement for vendors to staff and manage retail centers? If yes, please provide the total number of retail centers?	Yes. Vendors will be responsible for providing staff to support SRTA's Retail Centers. SRTA will continue to manage the day to day work performed at these locations. There are four Retail Centers in total. Additional details regarding staffing expectations will be provided to shortlisted vendors in the RFP.
95			Could SRTA provide the total number of staff that currently supports (a) the call center, and (b) case management?	SRTA will provide information on operational roles and functional responsibilities to vendors who advance to the RFP round. Shortlisted vendors will receive the information needed to develop informed transition and staffing plans. SRTA does not release staffing counts.

96	RFQ Section 2.2 Format of Statement of Qualification and 3 Content and Instructions for Statement of Qualifications	6	For clarity in preparing our submission, could SRTA please confirm whether the SOQ should be organized as a single document with continuous pagination and a unified table of contents, inclusive of Documents 1–5, 6, and 7–16, or if these documents are intended to be submitted separately?	<p>The Statement of Qualifications (SOQ) should be submitted as a single document, consistent with the instructions provided in the RFQ. As stated in the RFQ Section 2.2, "Each Proposer shall submit its SOQ in digital format and the SOQ shall consist of all completed and signed Offer Documents and supporting documentation requested, compiled and submitted as a singular file clearly marked "Statement of Qualifications."</p> <p>Within the SOQ, Proposers should include a table of contents with page numbers and sufficient detail to facilitate easy reference to all requested information, as described in Section 3, Contents and Instructions for Statement of Qualifications (RFQ – Phase 1 Only).</p> <p>Page numbering does not need to be continuous across all Offer Documents, provided that the table of contents clearly identifies the location of each required document and supporting material.</p>
97	Doc. 6 - SOQ, App. A, Section 2.7	9	Section 2.7 (Advanced Escalations and Regulatory Complaint Management) references a requirement for a BBB rating of A or B. Recognizing that customer experience performance is often measured through a variety of industry-recognized metrics, can SRTA please confirm whether alternatives such as Net Promoter Score (NPS), Customer Satisfaction (CSAT), or comparable indicators would be considered acceptable in lieu of a BBB rating?	As stated in the RFQ, SRTA requires Vendors to hold a BBB rating of A or B. As clarified in the Q&A, Vendors that do not have a BBB rating may also be considered. Vendors with a BBB rating of C or below do not qualify. Alternative customer experience metrics such as NPS, CSAT, or comparable indicators may be included as supplemental information, but they cannot substitute for the BBB rating requirement.
98	RFQ sections 2.4 and 6	7 and 23	It appears the draft Contract, Attachment 3, is not included with the RFQ documents. Can SRTA specify when the draft Contract will be provided?	Attachment 3 – Draft Contract will be provided to shortlisted Vendors during the RFP stage. It is not being released as part of the RFQ. Vendors will have the opportunity to submit questions regarding the draft Contract during the RFP stage, and SRTA will provide responses at that time.
99	RFQ section 3.18	18	Other than financial institutions, what type of financial references does SRTA want Proposers to provide?	As outlined in Appendix A, Section 2.3 of the Technical Response Guide and Section 3.18 of the RFQ, SRTA requires Proposers to submit three (3) years of financial statements and to provide financial references from their primary financial institutions. SRTA does not prescribe additional categories of financial references beyond those specified in the RFQ. Proposers may include any supplemental information they believe demonstrates financial stability.
100	Doc. 6 - SOQ, App. A, Section 2.12		To support an efficient and seamless transition of services, can SRTA please clarify its requirements regarding background checks and drug screening for personnel supporting the program? Specifically, would these requirements apply to incumbent staff transitioning to the selected vendor, and are there defined standards or timelines that vendors should incorporate into their transition and onboarding approach?	SRTA is currently reviewing onboarding requirements and information will be provided to the shortlisted firms for Stage 2 of the procurement.

101	Doc. 6 - SOQ, App. A, Section 2.6		Given the six (6)-month Go-Live requirement, can SRTA please confirm how coordination with the BOS vendor will be managed to ensure timely access to systems, reporting capabilities, and required interfaces for the CSC vendor?	SRTA will coordinate with the selected Vendor during the RFP and implementation stages to ensure appropriate access to SRTA's BOS systems and reporting tools. SRTA does not anticipate the need for new BOS system interfaces as part of this procurement. Standard connectivity, onboarding, and access provisioning will be managed during implementation. Any additional integrations or vendor specific interfaces would require SRTA review and approval and are not expected at this time. Vendors may elect to use the SRTA email domain for staff, but SRTA is not mandating this.
102	SRTA Solicitation # 27001 - Section 5	21	Can SRTA confirm if the selected bidder will work in the existing Atlanta Office or will the bidder deploy/operate within their own facility?	SRTA does not require vendors to establish a dedicated facility in Atlanta at this time. Existing staff who currently work from SRTA facilities may continue to do so after go live, and certain functions—such as Retail Center staffing and mail handling—must remain in Atlanta. Beyond those requirements, SRTA is open to a range of operational models, provided all personnel are located within the United States.
103	SRTA Solicitation # 27001 - Section 5	21	If in the SRTA Atlanta facility, will bidder be provided space at no additional cost/expense to the bidder?	Yes. If staff are working from SRTA's Atlanta facility, space will be provided at no additional cost to the Vendor.
104	SRTA Solicitation # 27001 - Section 5	21	If bidder is to deploy its own facility, is there a locale stipulation as to where this facility needs to be? Within Atlanta city limits? Within some milage distance from SRTA HQ facility?	SRTA does not require vendors to establish their own facility for this contract at the RFQ stage. If a vendor elects to operate from a vendor provided facility, SRTA does not impose a specific geographic requirement beyond the need to perform certain functions in Atlanta. All personnel supporting the contract must be physically located within the United States. Any additional facility expectations, if applicable, will be addressed with shortlisted Vendors during the RFP stage.
105	SRTA Solicitation # 27001 - Section 5	21	Can the selected bidder propose portions of the scope of services (CSC, case mangement, call center QA, Training, Knowledge Management) operate in a remote/work at home environment? If allowable is there a stipulation of where the WAH employees work from? Atlanda area, Georgia, Anywhere in Continental US?	Yes. Portions of the scope of services may be performed in a remote/work at home environment. Certain functions—such as Retail Center staffing and mail handling—must be performed in Atlanta. Beyond those requirements, SRTA does not impose a geographic restriction on remote staff, provided all personnel are physically located within the United States.
106	SRTA Solicitation # 27001 - Section 5	21	Does the Project Principal need to be fully 100% dedicated to this program, or is a shared resource allowed?	SRTA will define required roles and their expected allocation levels in the RFP. At this stage, SRTA is not specifying dedication requirements for the Project Principal or other positions.
107	SRTA Solicitation # 27001 - Section 5	21	Does SRTA have an existing New-Hire Training curriculum that will be provided to all bidders?	SRTA maintains a New Hire Training program. These materials are not being released at the RFQ stage. They will be furnished to the selected Vendor during implementation to support the development of an industry best practice training program.
108	SRTA Solicitation # 27001 - Section 5	21	Does SRTA have expectations that the bidders will maintain and keep new hire training updated, or does SRTA maintain the curriculum?	SRTA will define detailed training requirements in the RFP; however, vendors should anticipate being responsible for developing, maintaining, and updating training materials that align with the knowledge base and operational procedures they manage. SRTA will provide available reference materials during the RFP stage to support this work.
109	SRTA Solicitation # 27001 - Section 5	21	Can SRTA confirm the current length of the New-Hire Training for each Line of Business (if varies)?	SRTA's current new hire training program consists of approximately two weeks of classroom instruction followed by one week of nesting. Additional details will be provided to shortlisted vendors during the RFP stage.

110	SRTA Solicitation # 27001 - Section 5.1	22	Does SRTA require live bilingual Spanish support? Is SRTA interested in AI solutions and technology tools that supports all languages?	Yes. SRTA requires live bilingual English and Spanish support for both call center and live chat operations. For all other languages, SRTA is open to the use of AI enabled translation tools and interpretation services that support broad multilingual coverage. These solutions may be proposed as part of the Vendor's approach to enhancing customer experience.
111	4-Appendix C-RFQ	All Tabs	Can SRTA confirm the current average handling times (AHT) of voice and chat interactions, along with processing time for violation notices?	SRTA will provide detailed operational performance metrics—including average handle times for voice and chat—to shortlisted vendors during the RFP stage. These metrics are not being released as part of the RFQ.
112	4-Appendix C-RFQ	All Tabs	Can SRTA confirm the average processing handling time for each piece of mail?	SRTA does not track a formal average processing time for mail. Mail volume is very low, and items are typically opened and processed within a few minutes. Proposers should describe their approach to mail handling and quality controls based on the requirements outlined in the RFQ.
113	4-Appendix C-RFQ	All Tabs	Can SRTA confirm how many FTE (full time employees) are on staff today handling the provided volumes?	SRTA will provide detailed transaction volumes and role descriptions to shortlisted vendors during the RFP stage. SRTA is not releasing current staffing counts as part of the RFQ or RFP.
114	Appendix A Technical Response Guide (TRG) Section 2.12	14	Is it SRTA's expectation that the winning bidder/awardee automatically transition all current SRTA workforce responsible for the scope of services as defined in the RFQ?	SRTA's expectation is that the selected Vendor will make best efforts to hire most or all of the current SRTA workforce supporting the scope of services. Additional details regarding transition expectations will be provided during the RFP stage.
115	Appendix A Technical Response Guide (TRG) Section 2.12	14	Does SRTA envision transferring any equipment, infrastructure, or other tangible assets to the winning bidder in addition to the workforce transitioning to the bidder?	No. SRTA does not anticipate transferring equipment, infrastructure, or other tangible assets to the selected Vendor. SRTA will continue to own and manage its existing systems and equipment.
116	Appendix A Technical Response Guide (TRG) Section 2.12	14	If winning bidder is to offer employment and transition all current SRTA workforce can SRTA provide the following information:	The question as submitted is incomplete and cannot be answered as written. SRTA is not releasing current staffing counts. SRTA will provide detailed transaction volumes and role descriptions to shortlisted vendors during the RFP stage to support workforce transition planning.
117	Appendix A Technical Response Guide (TRG) Section 2.12	14	Is the current SRTA workforce in whole or in part covered by any Collective Bargaining Units?	No. The current SRTA workforce is not covered by any Collective Bargaining Units.
118	Appendix A Technical Response Guide (TRG) Section 2.12	14	Can SRTA provide by labor category a job description of the position, the number of personnel within this labor category, and the current pay structure for these labor categories?	SRTA is not releasing job descriptions, staffing counts, or pay structures as part of the RFQ. SRTA will provide detailed transaction volumes and general role descriptions to shortlisted vendors during the RFP stage to support solution design and pricing.
119	Appendix A Technical Response Guide (TRG) Section 2.12	14	Can SRTA provide a copy of the current benefits package for each SRTA employee that would be transitioned to winning bidder? If multiple/different benefits plans, please provide all applicable ones - detailing the benefit plan to the associated labor category.	SRTA is not releasing benefits information for the current workforce. This information will not be provided as part of the RFQ or RFP.
120	Appendix A Technical Response Guide (TRG) Section 2.12	14	What is the timeline SRTA is anticipating the transition from SRTA employment to winning bidder employment?	As stated in Appendix A, Section 2.6 of the RFQ, Vendors must have the financial and staffing resources necessary to initiate work within thirty (30) days of Notice to Proceed and to support a Go Live within six (6) months of project initiation. Staffing transition activities will be defined in greater detail during the RFP stage, and SRTA expects the selected Vendor to sequence transition activities in a manner that supports a successful Go Live.
121	5. Scope of Services	21	Please confirm whether the telephony system will be provided by the agency or if vendors may propose their own solutions to enhance performance, scalability, and customer experience?	SRTA will provide the telephony platform for this contract. Vendors may propose supplemental tools or enhancements that improve performance, scalability, or customer experience, but the core telephony system will be provided by SRTA.

122	6. Attachments	23	Will SRTA be providing Attachment 3 - Contract Draft for RFP for review during the RFQ or only during the RFP stage?	Attachment 3 – Draft Contract will be provided to shortlisted vendors during the RFP stage. It is not being released as part of the RFQ.
123	Attachment 4 - Appendix A, Technical Response Guide (TRG) 2.3 Financial Stability	3	Appendix A, Technical Response Guide Section 2.3 requires proposers to submit three (3) years of consolidated financial statements as part of the RFQ response. As a privately held company, our financial statements contain proprietary and confidential information. For clarification purposes only, would SRTA permit a proposer’s company controller to transmit the required financial statements securely and directly to SRTA at the time of SOQ submission, provided the proposer clearly references this submission in its proposal? If not, can SRTA confirm that submitting the financial statements within the SOQ with appropriate “Confidential/Proprietary” markings and the affidavit described in Section 2.7 is the correct and preferred	SRTA requires Proposers to submit the financial statements described in Appendix A, Section 2.3 as part of the SOQ package. Proposers may mark these materials as ‘Confidential/Proprietary’ and include the affidavit described in Section 2.7. SRTA does not accept separate or direct submissions of financial statements outside the SOQ package, and SRTA does not execute individual non disclosure agreements. The confidentiality protections outlined in Section 2.7 are the sole mechanism for handling proprietary financial information.
124	Section 5 - Scope of Services; Appendix C - Operational Transaction Count Summary	21 (Scope of Services); Appendix C (page 1)	The RFQ and Appendix C provide historical operational transaction volumes (e.g., calls, chats, mail, and case activity); however, they do not include information on historical program spend or staffing scale. To support accurate operational planning, can SRTA provide the approximate total historical annual spend for customer service staffing support for each of the past two (2) fiscal years? Additionally, can SRTA share any anticipated	This is a new solicitation, there is no previous program to reference.
125	Attachment 6 - Appendix C - Operational Transaction Count Summary	Appendix C - page 1	Appendix C provides historical operational transaction volumes; however, staffing levels associated with these volumes are not provided. For planning purposes, can SRTA share the approximate number of customer service personnel currently supporting these volumes, or an estimated staffing range, for each of the past two (2) years?	SRTA does not release staffing counts or staffing ranges. SRTA has provided historical operational transaction volumes in Appendix C, and Proposers should develop their staffing assumptions based on their own operating models, experience, and best practices.
126	Attachment 6 - Appendix C - Operational Transaction Count Summary	Appendix C (page 1)	Appendix 4 appears to include sample operational metrics and reporting outputs. Can SRTA clarify whether this appendix is provided for informational purposes only, or whether proposers are expected to align their proposed reporting, KPIs, and performance management approaches to the metrics reflected in this appendix?	Appendix 4 is provided for informational and scope setting purposes only. Proposers are not required to align their RFQ responses to these examples. Detailed reporting requirements, including reporting families, KPIs, submission methods, and performance expectations, will be provided in the RFP issued to shortlisted Vendors.
127	Section 4.2.1 - Evaluation Criteria	20	Beyond the scored evaluation criteria outlined in the RFQ, are there any qualitative factors SRTA considers indicative of a successful customer service operation under this contract?	SRTA evaluates Proposers solely on the scored criteria outlined in the RFQ. Beyond those criteria, SRTA does not apply additional qualitative scoring factors. However, SRTA generally associates successful customer service operations with strong leadership, effective quality management, robust training practices, and a demonstrated commitment to customer experience. Proposers may highlight these strengths within the framework of the published evaluation criteria.
128	Section 5 - Scope of Services	21	SRTA indicates it will retain responsibility for the BOS, IVR, website, and mobile application. Can SRTA confirm whether proposers should assume access to these systems will be provided for operational execution and reporting, and that no system replacement is expected at this stage?	Yes. Proposers should assume that SRTA will provide access to the BOS, IVR, website, and mobile application for operational execution and reporting. SRTA will continue to own and manage these systems, and no system replacement is expected as part of this procurement. SRTA provisions these systems through other vendors and routinely implements upgrades to maintain state of the art program features and benefits. Upgrades will occur as directed by SRTA and will be implemented by SRTA’s contracted system providers.
129	Section 2 – Solicitation Terms and Conditions 2.4; Contract References in Section 6 - Attachments	RFQ (General – Contract References) page 7 & 23	The RFQ references a final Contract that SRTA expects to award as a result of this procurement and indicates that the Contract is attached to the RFQ documents as Attachment 3. However, we do not see a draft contract or contract attachment included in the RFQ package. Can SRTA confirm whether a draft contract will be provided at this stage of the procurement, or if contract terms will be issued at a later phase (e.g., as part	Attachment 3 – Draft Contract is not being released as part of the RFQ. The draft Contract will be provided to shortlisted Vendors during the RFP stage. Contract terms and conditions will be issued at that time.

130	RFQ Section 5	21	Are there any minimum expectations or constraints regarding staffing location, local presence, or facility requirements that vendors should consider at the qualification stage?	SRTA has not established a required percentage of existing staff that must be retained. SRTA's current expectation is that the selected Vendor will make best efforts to retain most or all of the existing workforce to support continuity of operations. The current staff is primarily located in the Atlanta metropolitan area and includes roles that work both within SRTA facilities and from home. Certain functions must continue to be performed at SRTA facilities, and all personnel supporting the contract must be physically located within the United States.
131	Appendix A; Section 2.7	7	Will the absence of a Better Business Bureau (BBB) rating result in an automatic disqualification from the RFQ or RFP?	No. The absence of a Better Business Bureau (BBB) rating will not result in automatic disqualification. As clarified in the Q&A, Vendors with a BBB rating of A or B, or Vendors that do not have a BBB rating, may be considered. Vendors with a BBB rating of C or below do not qualify.
132	RFQ Section 5	21	If we have to retain any existing staff, what would be the percentage and where would they be located?	SRTA has not established a required percentage of existing staff that must be retained. SRTA's current expectation is that the selected Vendor will retain most or all of the existing workforce to support continuity of operations. The current staff is primarily located in the Atlanta area and includes roles that both work within SRTA facilities and work from home.