



TECHNICAL REQUIREMENTS

Table 41 Operations Standards

Telephone Standards
<ul style="list-style-type: none"> • Telephone and VRS system availability for 99.9% of the time on a 24/7 basis; 99.95% of the time between the hours of 7 AM and 10 PM.
<ul style="list-style-type: none"> • Human agent availability for 99.5 % of the time during scheduled hours of Customer Service Representative staffing for the telephone center.
<ul style="list-style-type: none"> • Call abandon rate will be less than 4% for call wait time of 45 seconds or longer
<ul style="list-style-type: none"> • At call volume less than 120% of prior month, maximum wait time for a human attendant shall not exceed 3 minutes; average wait time shall be less than 30 seconds. The average shall be calculated as the sum of the wait times of all calls where the caller selects to speak to an attendant divided by the number of such calls. Abandoned calls shall not enter into the calculation of the average.
<ul style="list-style-type: none"> • At call volume greater than 120% of prior month, wait time for a human attendant will not exceed 5 minutes; average wait time shall be less than 45 seconds. The average shall be calculated as the sum of the wait times of all calls where the caller selects to speak to an attendant divided by the number of such calls. Abandoned calls shall not enter into the calculation of the average.
<ul style="list-style-type: none"> • 1% of all incoming calls reviewed for accuracy, efficiency, professionalism, friendly and courteous service (as supported by automated telephone recording system)
<ul style="list-style-type: none"> • Potential customer phone call blockage rate (all lines occupied) will be less than 0.05% of the time in any given month.
<ul style="list-style-type: none"> • AVR automatic responses shall be within 5 seconds of the request (such as balance inquiry, 5 most recent transactions, etc.) as supported by automatic system reporting
<ul style="list-style-type: none"> • 98% of calls requiring a written response are responded to within 3 business days and 100% within 5 days
<ul style="list-style-type: none"> • 98% of phone inquiries answered on the first call
<ul style="list-style-type: none"> • 95% of customer calls answered by the Automatic Voice Response System in 4 rings or less
Customer Service Center Complaint Standards
<ul style="list-style-type: none"> • Valid written (letter or e-mail) complaints about service not to exceed one per 10,000 accounts per month
<ul style="list-style-type: none"> • Customer complaints and inquiries requiring a written reply to be responded to within two business days.
<ul style="list-style-type: none"> • Valid telephone complaints about service about service s not to exceed three per 10,000 accounts per month
<ul style="list-style-type: none"> • Account closure due to customer service dissatisfaction will not be greater than 1 out of 200 accounts closed
Transaction/Payment Processing Standards
<ul style="list-style-type: none"> • Post 99.9 % of ETC transactions against MdTA accounts within 1 business day
<ul style="list-style-type: none"> • Transmit 99.9 % of ETC transactions against Away Agencies within 14 business days
<ul style="list-style-type: none"> • 100% of mailed payments are posted to the appropriate accounts within one business day of receipt
<ul style="list-style-type: none"> • 100% of automatic replenishments will be transmitted to the appropriate financial institution within one business day of the account balance falling below the replenishment threshold
<ul style="list-style-type: none"> • 99.95% or greater accuracy of all recorded payments received, deposited and posted (percentage defined in dollar amount)
<ul style="list-style-type: none"> • Daily financial and management and reconciliation reports will be provided by 7 A.M. the following business day
<ul style="list-style-type: none"> • Weekly financial reports will be available within 2 business days of the end of the reporting period
<ul style="list-style-type: none"> • Monthly financial reports will be available within 3 business days of the end of the reporting period
<ul style="list-style-type: none"> • Monthly Service Center performance reports will be available within 7 business days after month-end
<ul style="list-style-type: none"> • Weekly and monthly reports documenting status of ETC transaction files against “away” agencies provided to MdTA within 3 business days of the end of the week/month



TECHNICAL REQUIREMENTS

Transponder Distribution/Return Standards
<ul style="list-style-type: none"> • Generate notice to MdTA management if transponder inventory level falls below 3 month supply for each type of transponder (internal and external) • Reconcile inventory of issued and stored transponders semi-annually with an error rate of less than 0.5% and report adjustment to MdTA within 30 days • Send or hold for pick-up 98% of transponder kits within 1 business day of receiving a complete and valid application and valid payment with 100% issued within 2 business days • Obtain vendor RMA number and send 100% of warranty-failed transponders by 2-3 day trackable delivery service to vendor within three (3) weeks of receipt from a customer • Activate 100% of newly issued transponders within 24 hours of issuance • Assign 99.95% of all transponders to the correct ETC account with the correct status • Refunds due for closed private accounts shall be processed and mailed, including closing statements, to the customer within three business days of the receipt of the transponder in good condition.
Account Maintenance Standards
<ul style="list-style-type: none"> • Mail 100% Statements within 5 business days of end of statement period • Mail 100% of expiring credit/debit card notices no later than 30-days prior to expiration • Process 100% of close account requests within 3 business day (excluding accounts closed at Service Center) of receiving transponder or written correspondence stating the transponder was lost or stolen • Mail 100% of notices of failed or declined banking transactions within 1 business day of the failed transaction
Violation Processing
<ul style="list-style-type: none"> • Weekly/Monthly reports showing comparison of violations count from the lane integrity counts vs. disposition of all the violations provided to MdTA within 7 business days of the end of the reporting period. • Violations sent in error, which is when the subsystem identifies a vehicle as a violator when in fact the toll was paid and no violation occurred, or record a violation for the incorrect vehicle, shall not occur more than once per 100,000 violations mailed.
System Processing
<ul style="list-style-type: none"> • Average Host Computer System availability will be 99.95% • Average workstations availability will be 99% • 99% Host Computer System data query access will be available to MdTA within 10 seconds of the request

7.13 LABOR CATEGORIES (SYSTEM ENHANCEMENTS)

The Contractor shall provide system enhancements unforeseen by this RFP as may be directed by MdTA during Phases IV and V of the Project. The requirements are identical to those described for Phases I, II and III in Section 5.17.