

STATE OF NORTH CAROLINA	REQUEST FOR INFORMATION (RFI) 54-NCDOT-Damage Claims
Department of Transportation	Issue Date: November 28, 2023
Purchasing	Questions Due: December 15, 2023 at 12:00 PM ET
Refer <u>ALL</u> Inquiries to: Thomas Busshart <a href="mailto:tjbusshart@ncdot.gov">tjbusshart@ncdot.gov</a>	Description: Damage Claim Recovery Management Services
Using Agency Name: NCDOT	Due Date: January 10, 2024 at 12:00 PM ET

**MAILING INSTRUCTIONS:** Deliver one (1) signed original executed Request for Information (RFI) response along with one redacted confidential copy. Address email and insert RFI number as shown below. It is the responsibility of the Vendor to have the response in this office by the specified time and date of opening. **Vendor must return all the pages of this RFI in their response.**

**Request for Information Schedule:**

The table below shows the intended schedule for this RFI. The Contract Lead will make every effort to adhere to this schedule.

Action	Responsibility	Date and Time
Issue Request for Information (RFI)	State	11/028/23
Submit Written Questions via ebid or email	Vendors	12/15/23
Provide Responses to Questions	State	12/27/23
Submit RFI Responses via ebid or email	Vendors	01/10/24

**Execution**

Vendor	Email	
Street Address	P.O. Box	Zip
City & State	Telephone	
TYPE OR PRINT NAME & TITLE OF PERSON SIGNING:		
AUTHORIZED SIGNATURE:	Date	

## **I. EXECUTIVE SUMMARY**

The North Carolina Department of Transportation (NCDOT) is seeking qualified and experienced companies to provide comprehensive damage claim recovery management services. The purpose of this Request for Information (RFI) is to identify potential partners who can assist NCDOT in effectively managing and recovering damages to state transportation assets.

The scope of work broadly includes claims intake and assessment, investigation, negotiation and settlement, reporting and analytics, and data management. Coordination is required with numerous field personnel responsible for local damage claims. Monthly meetings with central staff must be conducted to report on progress and to discuss outstanding issues.

### **Section 1: Introduction.**

- ❖ **The Department of Transportation, an agency of State of North Carolina, is in the process of developing plans to harden the state property damage claims recovery process that documents and collects the cost to repair damage to state assets such as guardrails, signs, infrastructure, etc. along state highways.**
  - ❖ **The State requests detailed point-by-point responses showing how your firm would address the items in the following sections of this RFI.**
1. Provide a description of your company's experience with comprehensive damage claim recovery management services.
  2. Describe how your solution implements interfaces with other systems.
  3. Explain your pricing model.
  4. Identify damages to state property on all North Carolina state-maintained interstates, state highways, lettered routes, and streets;
  5. Document repair costs;
  6. Investigate and identify the individual or party responsible for the damage including party's available insurance coverage;
  7. Collect the repair costs from the responsible party;
  8. Report all claims and collection efforts to NCDOT.
  9. Respondents to this IFB must present innovative ideas and plans for the recovery of revenue on NCDOT property damage claims; outlining procedures and methods for identifying, pursuing, and recovering of monies due NCDOT as a result of motorist damages to NCDOT property on interstate and state roads.

10. Provide a completed Vendor Readiness Assessment Report

a) For Solutions Hosted on State Infrastructure

Provide a completed Vendor Readiness Assessment Report State Hosted Solutions ("VRAR"). This report is located at the following website: <https://it.nc.gov/documents/vendor-readiness-assessment-report>

b) For Solutions NOT Hosted on State Infrastructure

Provide a completed Vendor Readiness Assessment Report Non-State Hosted Solutions ("VRAR") at offer submission. This report is located at the following website:  
<https://it.nc.gov/documents/vendor-readiness-assessment-report>

11. Provide a current independent 3rd party assessment report in accordance with one of the following:

- a) Federal Risk and Authorization Management Program (FedRAMP) certification, SOC 2 Type 2, ISO 27001, or HITRUST are the preferred assessment reports for any Vendor solutions which will handle data classified as Medium Risk (Restricted) or High Risk (Highly Restricted).
- b) A Vendor that cannot provide a preferred independent 3rd party assessment report as described above may submit an alternative assessment, such as a SOC 2 Type 1 assessment report. The Vendor shall provide an explanation for submitting the alternative assessment report. If awarded this contract, a Vendor who submits an alternative assessment report shall submit one of the preferred assessment reports no later than 365 days of the Effective Date of the contract. Timely submission of this preferred assessment report shall be a material requirement of the contract.
- c) An IaaS vendor cannot provide a certification or assessment report for a SaaS provider UNLESS permitted by the terms of a written agreement between the two vendors and the scope of the IaaS certification or assessment report clearly includes the SaaS solution.

12. Provide the lead time required if a vendor solution demonstration is requested by the State.

## II) RFI Procedures

### A) Schedule

Responses to this RFI must be received by the date, time and the location specified on the cover sheet. Respondents may be contacted for clarifications or additional information regarding their response to this RFI.

**All Respondents should be aware that your Response will be open to all interested parties and therefore any content presented will be publicly available unless marked confidential and determined to be confidential.**

### B) Clarification Questions

Questions will be accepted until date and time as specified on the cover sheet of this RFI. All questions must be submitted in writing to [tjbusshart@ncdot.gov](mailto:tjbusshart@ncdot.gov). Questions should be limited to the overall scope of the RFI. An addendum containing any general clarification questions and their answers will be issued.

### C) Response

The State recognizes that considerable effort will be required in preparing a response to this RFI. However, **please note this is a request for information only and not a request for services. No award will result from this RFI.** Furthermore, NCDOT is not legally bound to issue a Request for Proposal (RFP) for these services but may elect to do so. Respondents submitting to this RFI will not be precluded from submitting a response to an RFP if NCDOT issues one in the future. The Respondent must bear all costs associated with the compilation and submission of a Response to this RFI.

## **D) Content and Format**

The State expects concise, detailed, point-by-point responses to each of the RFI response items of this RFI. The State is not interested in brochures or “boilerplate” responses. Any issues or exceptions to NCDOT’s desired functional requirements should also be identified and explained.

Where appropriate, the response should also include diagrams to clarify components of the response. The response should also specify all services that would be required by the proposed solution.

## **E) Format and Copies**

Each response should be submitted in the form of one electronic copy. Electronic responses delivered via email should be in Portable Document Format (PDF).

## **F) Proprietary Information**

Trade secrets or similar proprietary data which the Respondent does not wish disclosed to persons other than personnel involved with this RFI will be kept confidential to the extent permitted by 01 NCAC 05B.1501 and N.C.G.S. § 132-1.3 if identified as follows: Each page shall be identified in boldface at the top and bottom as "CONFIDENTIAL". Any section of the RFI that is to remain confidential shall also be marked in boldface on the title page of that section. Cost information may not be deemed confidential. In spite of what is labeled as confidential, the determination as to whether or not it is shall be determined by North Carolina law.

[http://www.ncga.state.nc.us/enactedlegislation/statutes/html/bysection/chapter\\_132/gs\\_132-1.3.html](http://www.ncga.state.nc.us/enactedlegislation/statutes/html/bysection/chapter_132/gs_132-1.3.html)

## **G) RFI Conditions**

The State will not be bound by any RFI Procedure qualifications, or any additional conditions included by a Respondent in a response.

## **H) Communication**

All communication regarding this RFI is to be addressed to the contact person identified on the RFI Cover sheet, page one (1).

## **I) Vendor Information**

- Name of Company.
- Contact Person and Title/Position.
- Address, Telephone Number and Email Address.
- Overview of your product. Brief history of the company (length of time in business) including a listing of government agencies that have successfully implemented the company’s services.