

OHIO TURNPIKE AND INFRASTRUCTURE COMMISSION

Resolution Approving the Selection of Deloitte Consulting LLP to Provide Customer Service Center Operation Assessment Consulting Services in the Estimated Not-to-Exceed Amount of \$276,651.00

WHEREAS, on August 7, 2025, the Commission issued its Request for Proposals No. 15-2025 (“RFP”) to select a consultant to provide Customer Service Center Operation Assessment Consulting Services for a three (3) month contract to commence on the Effective Date; and

WHEREAS, on September 5, 2025, eleven (11) respondents submitted proposals to provide Customer Service Center Operation Assessment Consulting Services to the Commission; and

WHEREAS, an Evaluation Team comprised of the Chief Financial Officer, Customer Service Manager, Director of Audit and Controls, and Technology Manager conducted the technical review of the proposals submitted; and

WHEREAS, the Evaluation Team scored the technical proposals based on the technical proposal evaluation criteria set forth in the RFP, and after the technical proposal scoring was complete, the Evaluation Team reviewed the pricing proposals from each respondent and applied the pricing proposal evaluation criteria set forth in the RFP; and

WHEREAS, the Evaluation Team requested oral presentations with the top five (5) ranked firms, which took place on October 27, 2025, and October 28, 2025; and

WHEREAS, Deloitte Consulting LLP of Cleveland, Ohio, (“Deloitte”) was the top ranked respondent based on the combined scoring of both the technical proposal and pricing proposal and on this basis, the Evaluation Team found Deloitte to be the most qualified to provide Customer Service Center Operation Assessment Consulting Services; and

WHEREAS, the estimated total contract cost over the three (3) month term of the contract is \$276,651.00; and

WHEREAS, as a result of this competitive process, the Evaluation Team has concluded that the technical and pricing proposals submitted by Deloitte offer the best value in terms of service and price and recommends that a contract be entered into with that firm; and

WHEREAS, if Commission staff decide to extend the contract beyond the 3-month term, such extension will be approved in accordance with the Commission’s Contracts Policy and the Code of Bylaws, but only to such time as it is necessary to complete the Project; and

WHEREAS, the Director of Contracts Administration has determined that Deloitte’s proposal conforms to the requirements of Ohio Revised Code Sections 5537.07 and 5537.13, proposals were solicited on the basis of the same terms and conditions with respect to the respondents and potential respondents, and the Commission may legally accept said firm’s proposal; and

WHEREAS, the Office of Opportunity and Inclusion waived the program requirements for this contract due to a lack of subcontracting opportunities and the availability of certified firms; and

WHEREAS, the Executive Director has reviewed the report of the Evaluation Team and concurs with the recommendation that a Contract for Customer Service Center Operation Assessment Consulting Services be awarded to Deloitte; and

WHEREAS, expenditures under the contract to be awarded for Customer Service Center Operation Assessment Consulting Services will exceed \$150,000.00 and, therefore, in accordance with Article V, Section 1.00 of the Commission’s Code of Bylaws, Commission action is necessary for said award; and

WHEREAS, the Commission has duly considered such recommendations.

NOW, THEREFORE, BE IT

RESOLVED, by the Ohio Turnpike and Infrastructure Commission that the proposal submitted by Deloitte Consulting LLP is hereby accepted and the Executive Director is directed to: (1) sign a contract with Deloitte Consulting LLP for a term of three (3) months with a not-to-exceed contract amount of \$276,651.00; (2) approve any additional terms if determined by the Executive Director to be in the best interest of the Commission, subject to further Commission action if required by the Code of Bylaws, but only to such time as it is necessary to complete the Project, and (3) take any and all actions necessary to properly carry out the terms of the contract.

(Resolution No. 109-2025 adopted November 17, 2025)