

CSC MODERNIZATION PROJECT

OHIO TURNPIKE AND INFRASTRUCTURE COMMISSION

**Resolution Authorizing a Modification to the Contract with TransCore, LP for an
Aggregate Not-to-Exceed Amount of \$18,661,196.99**

WHEREAS, the Ohio Turnpike and Infrastructure Commission (“Commission”) approved a Strategic Plan for modernizing its Toll Collection System (“Strategic Plan”) under Resolution No. 57-2017, adopted December 18, 2017, that identified implementing open road tolling through a new hybrid roadside Toll Collection System (“TCS”) and the need to upgrade the supporting Customer Service Center (“CSC”) System; and

WHEREAS, through Resolution 1-2019, the Commission selected TransCore, LP (“TransCore”) to implement a Customer Service Center Software System and to perform system maintenance and support services (“CSC Contract”), pursuant to the adopted resolution and subsequent change orders for the scope of work identified below:

SERVICES/FEES APPROVED TO DATE

CONTRACT	SERVICES	FEE PROPOSAL	APPROVAL	AMOUNT
Original Contract – Phase 1 and Phase 2	Phase I and Phase 2 Services	December 17, 2018	Resolution No. 1-2019	\$ 16,383,940.64
Change Order (“CO”)-1	ATPMs - Encrypted Credit Card Processors	August 21, 2020	Executive Director	\$192,733.00
CO-2	Incremental Tag Status File Update	January 9, 2020	Executive Director	\$36,402.36
CO-3	Software Modification for Cash & CC Transactions	February 27, 2020	Executive Director	\$35,805.60
CO-4	External Website	October 25, 2022	Executive Director	\$74,079.83
CO-5	Pending Active Accounts	October 25, 2022	Executive Director	\$22,433.84
CO-6	Case Management Additional Tabs - Appeals & Hearing Request	March 2, 2023	Executive Director	\$163,609.28
CO-7	Transaction Processing Orphan Correlation	March 8, 2023	Executive Director	\$38,256.16
CO-08	Unpaid Toll Adjustments on Website	September 18, 2024	Executive Director	\$430,658.80
First Contract Amendment	Updated KPIs 11 and 12	September 24, 2024	Executive Director	No Cost

CO-09	CSC Expansion	January 22, 2025	Deputy Executive Director	\$125,598.02
			TOTAL CHANGE ORDERS	\$1,119,576.89

TOTAL AMOUNT TO DATE: \$17,503,517.53

PROPOSED SERVICES/FEES

CONTRACT	SERVICES	FEE PROPOSAL	APPROVAL	AMOUNT
<i>C0-10</i>	<i>BMV/LES Look-up Account Matching Logic</i>	<i>January 24, 2025</i>	<i>Proposed</i>	\$444,888.56
<i>CO-11</i>	<i>Max Fare Software Trip Logic</i>	<i>March 7, 2025</i>	<i>Proposed</i>	\$468,337.20
<i>C0-12</i>	<i>Retail Tag Software Change</i>	<i>April 23, 2025</i>	<i>Proposed</i>	\$13,273.92
<i>C0-13</i>	<i>CSC BOS Disaster Recovery Equipment</i>	<i>May 5, 2025</i>	<i>Proposed</i>	\$231,179.78
			TOTAL AMOUNT OF PROPOSED CHANGE ORDERS:	\$1,157,679.46

TOTAL CONTRACT AMOUNT WITH MODIFICATIONS: \$18,661,196.99

WHEREAS, the parties entered into the CCS Contract, dated February 20, 2019, which has subsequently been amended by the parties; and

WHEREAS, the Senior Manager of Toll Technology has determined that there are four (4) additional change orders required for the Customer Service Center System: two (2) change orders required to enhance and improve the operations of the CSC for E-Z Pass® customer accounts, one (1) change order required to address fraudulent account activity, and one (1) change order to establish a Secondary Back Office System (BOS) Business Continuity and Disaster Recovery Site at the Vermilion Valley and Middle Ridge Service Plazas; and

WHEREAS, TransCore submitted a fee proposal dated January 24, 2025 in the not-to-exceed amount of \$444,888.56 for software development and testing services to support the reduction in the number of unpaid tolls. (“Change Order #10), which fee proposal the Senior Manager of Toll Technology and Chief Engineer/Deputy Executive Director deemed reasonable and necessary; and

WHEREAS, TransCore submitted a fee proposal dated March 7, 2025 in the not-to-exceed amount of \$468,337.20 for software development and testing services to automatically support the reduction of max fare tolls for E-Z Pass® customers by implementing a data collection and plaza- matching logic. (“Change Order #11), which fee proposal the Senior Manager of Toll Technology and Chief Engineer/Deputy Executive Director deemed reasonable and necessary; and

WHEREAS, TransCore submitted a fee proposal dated April 23, 2025 in the not-to-exceed amount of \$13,273.92 for software changes to restrict the ability for a customer to register their retail transponder online to mitigate the prevalence of retailer transponder fraud (“Change Order #12), which fee proposal the Senior Manager of Toll Technology and Chief Engineer/Deputy Executive Director deemed reasonable and necessary; and

WHEREAS, TransCore submitted a fee proposal dated May 5, 2025, in the not-to-exceed amount of \$231,179.78 for equipment, maintenance, dedicated internet services, and installation related services for the procurement, installation, configuration, and management of network infrastructure devices for a Secondary Back Office System (BOS) Business Continuity and Disaster Recovery Site (“Change Order #13), which fee proposal the Senior Manager of Toll Technology and Chief Engineer/Deputy Executive Director deemed reasonable and necessary; and

WHEREAS, Change Orders 10 through 13 listed above are in the total amount of \$1,157,679.46; and

WHEREAS, Commission action is necessary to approve Change Orders 10 through 13 in accordance with Article V, Section 1.00 of the Commission’s Code of Bylaws because the amount of the change orders, in addition to previously approved change orders, exceeds the greater of 10% of the original contract amount or \$150,000.00; and

WHEREAS, the Commission’s Executive Director concurs with the recommendations of the Senior Manager of Toll Technology and Chief Engineer/Deputy Executive Director and recommends that the Commission authorize Change Orders 10 through 13 to the CSC Contract in accordance with the fee proposals described above; and

WHEREAS, the Commission has duly considered such recommendations.

NOW, THEREFORE, BE IT

RESOLVED, by the Commission that the fee proposals from TransCore., LP to perform additional services under Change Orders 10 through 13, as specifically described in the recitals, under Project No. 64-19-01 in the amount of \$1,157,679.46 is accepted and approved, and the Executive Director is authorized to amend the CSC Contract with TransCore, LP. to perform such additional services in accordance with the terms and conditions of the existing Contract and TransCore, LP’s fee proposals described in the recitals, resulting in an aggregate not-to-exceed contract amount of \$18,661,196.99.

(Resolution No. 67-2025 adopted May 19, 2025)