

CSC MODERNIZATION PROJECT

OHIO TURNPIKE AND INFRASTRUCTURE COMMISSION

Resolution Authorizing Change Orders to the Contract with TransCore, LP for an Aggregate Not-to-Exceed Amount of \$18,765,189.81

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/FEEES 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	\$30,658.80**
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
CO-10	BMV/LES Look-up Account Matching Logic	January 24, 2025	Resolution No. 67-2025	\$444,888.56
CO-11	Max Fare Software Trip Logic	March 7, 2025	Resolution No. 67-2025	\$468,337.20
CO-12	Retail Tag Software Change	April 23, 2025	Resolution No. 67-2025	\$13,273.92
CO-13	CSC BOS Disaster Recovery Equipment	May 5, 2025	Resolution No. 67-2025	\$231,179.78
			TOTAL CHANGE ORDERS	\$1,877,256.35

TOTAL AMOUNT APPROVED TO DATE: \$18,261,196.99

** CO-08 amount corrected due to Resolution No. 67-2025 having an incorrect dollar amount.

PROPOSED SERVICES/FEEES

CONTRACT	SERVICES	FEE PROPOSAL	APPROVAL	AMOUNT
<i>CO- 14</i>	<i>Fraud Detection Services Integration (LexisNexis Threatmetrix)</i>	<i>August 22, 2025</i>	<i>Proposed</i>	<i>\$161,775.77</i>
<i>CO-15</i>	<i>Nixie Automation</i>	<i>July 31, 2025</i>	<i>Proposed</i>	<i>\$44,410.32</i>
<i>CO-16</i>	<i>Transponder Replacement Program</i>	<i>August 25, 2025</i>	<i>Proposed</i>	<i>\$174,020.65</i>
<i>CO-17</i>	<i>PayNearMe (PNM) Integration</i>	<i>August 22, 2025</i>	<i>Proposed</i>	<i>\$123,786.08</i>
			<i>TOTAL AMOUNT OF PROPOSED CHANGE ORDERS:</i>	<i>\$503,992.82</i>

TOTAL CONTRACT WITH MODIFICATIONS \$18,765,189.81

WHEREAS, the parties entered into the CSC 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 two (2) additional change orders required to enhance and improve the operations of the CSC for E-ZPass customer accounts, one (1) change order required to further address fraudulent account activity, and one (1) change order to provide customers with additional user-friendly payment channels; and

WHEREAS, TransCore submitted a fee proposal dated August 22, 2025 in the not-to-exceed amount of \$161,775.77 for integration of the LexisNexis Risk Solutions Essential ID Solution, consisting of Threat Metrix, FlexID, and Emailage within the existing Integrity system to enhance fraud prevention and provide user verification capabilities (“Change Order #14”), 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 July 31, 2025, in the not-to-exceed amount of \$44,410.32 for software changes to automate the processing of NIXIE files within the existing Mailhouse file processing framework (“Change Order #15”), 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 August 25, 2025, in the not-to-exceed amount of \$174,020.65 for software changes to initiate a Tag Replacement process that will identify the older transponders and exchange them at no cost to the customer. This process will include proactive communication to customers, issuance of valid “new” transponders, and the deactivation of the old, outdated transponders (“Change Order #16”), 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 August 22, 2025, in the not-to-exceed amount of \$123,786.08 for software changes to enable customers to seamlessly pay invoices through PayNearMe’s hosted payment platform by scanning QR codes or SmartLinks embedded in their invoices. Additionally, Integrity will receive real-time updates from PayNearMe to ensure accurate posting of payments, reconciliation, and exception tracking (“Change Order #17”), which fee proposal the Senior Manager of Toll Technology and Chief Engineer/Deputy Executive Director deemed reasonable and necessary; and

WHEREAS, Change Orders 14 through 17 listed above are in the total amount of \$503,992.82; and

WHEREAS, Commission action is necessary to approve Change Orders 14 through 17 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 14 through 17 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 14 through 17, as specifically described in the recitals, under Project No. 64-19-01 in the amount of \$503,992.82 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 \$18,765,189.81.

(Resolution No. 90-2025 adopted September 15, 2025)