

CSC MODERNIZATION PROJECT

OHIO TURNPIKE AND INFRASTRUCTURE COMMISSION

Resolution Authorizing a Change Order to the Contract with TransCore, LP for an Aggregate Not-to-Exceed Amount of \$19,089,051.87

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
CO-14	Fraud Detection Services Integration (LexisNexis Threatmetrix)	August 22, 2025	Resolution No. 90-2025	\$161,775.77
CO-15	Nixie Automation	July 31, 2025	Resolution No. 90-2025	\$44,410.32
CO-16	Transponder Replacement Program	August 25, 2025	Resolution No. 90-2025	\$174,020.65
CO-17	PayNearMe (PNM) Integration	August 22, 2025	Resolution No. 90-2025	\$123,786.08
			TOTAL CHANGE ORDERS	\$2,381,249.17

TOTAL AMOUNT APPROVED TO DATE: \$18,765,189.81

** 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- 18</i>	<i>CSC System Modernization</i>	<i>January 23, 2026</i>	<i>Proposed</i>	<i>\$323,862.06</i>
			TOTAL AMOUNT OF PROPOSED CHANGE ORDERS:	\$323,862.06

TOTAL CONTRACT WITH MODIFICATIONS \$19,089,051.87

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

WHEREAS, with the implementation of the Commission's new customer service center (CSC), the Senior Manager of Toll Technology has determined that a change order is required to enhance the TransCore Integrity Back Office System to support onboarding and ongoing operation of a secondary collection agency, Credit Control Services, Inc. (CCS), in addition to the Ohio Attorney General's Office (AGO); and

WHEREAS, TransCore submitted a fee proposal, dated January 23, 2026, in the not-to-exceed amount of \$323,862.06, to enhance the Integrity Back Office System by introducing a flexible, configurable multi-agency collections framework that allows the Commission to dynamically control how delinquent unpaid toll obligations are routed and managed across multiple collection agencies, and support delinquent unpaid toll invoices (UPT), manual unpaid toll notices (MUPT), and negative balance *E-ZPass*® accounts that age into collections status; and

WHEREAS, the Commission's Chief Financial Officer, Chief Engineer/Deputy Executive Director and Executive Director concur with the recommendation of the Senior Manager of Toll Technology and recommend that the Commission authorize Change Order 18 to the CSC Contract in accordance with the fee proposal described above; and

WHEREAS, Commission action is necessary to approve Change Order 18 in accordance with Article V, Section 1.00 of the Commission's Code of Bylaws because the amount of the change order, 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 has duly considered such recommendation.

NOW, THEREFORE, BE IT

RESOLVED, by the Commission that the fee proposal from TransCore, LP to perform additional services under Change Order 18, as specifically described in the recitals, under Project No. 64-19-01 in the amount of \$323,862.06 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 proposal described in the recitals, resulting in an aggregate not-to-exceed contract amount of \$19,089,051.87.

(Resolution No. 24-2026 adopted February 17, 2026)