**OHIO TURNPIKE AND
INFRASTRUCTURE COMMISSION**

682 Prospect Street
Berea, Ohio 44017

**REQUEST FOR INFORMATION
ON
ELECTRONIC TOLLING CUSTOMER SERVICE CENTER SYSTEMS,
ROADSIDE TOLL COLLECTION SYSTEMS
AND UNPAID TOLL PROCESSING SERVICES**

ISSUE DATE
November 1, 2017

DEADLINE FOR SUBMITTING RFI RESPONSES
EXTENDED TO **5:00 P.M. (Eastern)**, ~~November 22~~ *DECEMBER 6*, 2017

**ATTENTION OF RESPONDENTS IS DIRECTED TO:
EXTENSION OF THE RESPONSE DEADLINE TO DECEMBER 6, 2017
-AND-
ANSWERS TO QUESTIONS RECEIVED TO DATE**

ANSWERS TO QUESTIONS RECEIVED TO DATE

Q#1 **In consideration of next week's holiday, would the Commission consider extending the RFI deadline two weeks to December 6?**

A#1 *Yes, the Commission is extending the deadline through this Addendum to 5:00PM on December 6, 2017.*

Q#2 **Instead of mailing our response on a DVD or using an FTP site as required by the RFI, would the Commission consider permitting email submissions as well?**

A#2 *Yes, the Commission can accommodate responses that are no more than 15MB through the email to* purchasing@ohioturnpike.org*.*

Q#3 **In light of the holiday next week is it possible to extend this due date by two weeks? We have several key contributors on leave beginning later this week.**

A#3 *Yes, please see the response to Q#1.*

Q#4 **We wanted to verify that we are not required to submit a hard copy(ies) of our proposals;**

A#4 *Correct. But the Commission is not seeking proposals, only information on solutions available for the items described in the RFI that the Commission can use when developing its contemplated Requests for Proposals.*

Q#5 **Since we are only submitting proposals for the CSC and UTP portions of your RFI, do we submit one proposal for CSC and one separate proposal for UTP or did you simply want one proposal that contains our CSC and UTP responses.**

A#5 *Please submit a single response to any system or component listed in the RFI. Please use headings to clearly label the responses so the Commission can identify the corresponding item(s) identified in the RFI. Again, the Commission is merely soliciting information currently, not proposals.*

Q#6 Is there a file size limitation should we send our proposal through the FTP link? I'll need the **protocol/host/user/pass/folder** info.

A#6   *The Commission is asking the respondents to establish the FTP portal and send a pickup link to purchasing@ohioturpike.org for Commission staff to retrieve the response. The respondent's FTP slection will dictate size limitations. Alternatively, see the response to Q#2.*

Q#7   What is the estimated cost of each of the outlined portions of the entire Electronic Toll System Modernization project?

A#7   *The purpose of the RFI is to collect information for developing draft RFP(s) that the Commission anticipates releasing for industry comment prior to finalizing. The Commission is merely seeking information on the solutions available to address the items set forth in the RFI. The Commission is not seeking proposals or pricing at this stage, and there is no budget established at this point.*

Q#8   Has the Commission allocated funding for the Electronic Toll System Modernization project yet? If so, through which source (budget, CIP, state/federal grant etc)? If no funding is secured, which sources will be sought and when? If utilizing a grant, would you be able to specify which one?

A#8   *See the response to Q#7. The Commission will likely fund the project through its toll revenues or securities backed by its toll revenues.*

Q#9   Which other systems will have to integrate or interface with the Electronic Toll System Modernization project, and will the Commission provide incumbent vendors for each system?

A#9   *TransCore provides the Commission's current systems as stated in the RFI at Part III, Section A. The Commission anticipates the new CSC will need to integrate with its current TCS during the phasing described in Part IV, Section B. Any other systems for integration are undetermined at this point.*

Q#10   Does the Commission need to replace or upgrade any of the integrated systems in the next 5 years? If so, which system and when?

A#10   *Other than the timelines and systems identified in the RFI, the answer to this question is indefinite.*

Q#11 **Who is the technical contact and/or project manager for the Toll System Modernization project?**

A#11 *The Commission is not providing this information at this time.*

Q#12 **Does the Department anticipate any professional or consulting services may be needed through separate procurements to accomplish this effort? (i.e. project planning/oversight, PM, QA, IV&V, staff augmentation, implementation services etc.)? If so, what services does the Department desire and how do they anticipate to procure?**

A#14 *The answer to this question is not relevant to providing information in response to the RFI.*

Q#13 **Would it be possible to get a copy of the Electronic Toll System Modernization project Strategic Plan?**

A#13 *The relevant portions of the draft Strategic Plan are summarized in the RFI.*

Q#14 **Who is the current ERP provider as mentioned in the RFI?**

A#14 *Aptean provides the ERP currently in use.*

Q#15 **Who is the provider of the IVR software?**

A#15 *The Commission will select a new IVR system simultainously with the CSC procurement.*

Q#16 **How will OTIC obtain the license plate readers? Will the TCS vendor be required to provide the license plate readers, does the state already have them or will a separate procurement be made for the readers?**

A#16 *The Commission anticipates obtaining license plate readers from the TCS vendor.*

Q#17 **Was the strategic plan completed in-house or through a vendor? If not in-house, who provided the services?**

A#17 *The answer to this question is not relevant to providing information in response to the RFI.*

Q#18 **Do we simply reply using Xcel document under the CSC & UTP Tabs to our Vendor Experience utilizing the four responses from the Drop Down List (Provide as a Standard Offering, Can Provide with Some Modifications, Can Provide with New Development, and Do Not Provide) or do you also want us to provide a narrative response to each one of those functional requirements in a separate proposal?**

A#18 *Please provide both a narrative response to the items identified in the RFI and complete the Excel sheets summarizing the availability of your corresponding solutions.*

Q#19 **Regarding this RFI, are you looking for us to submit back only the excel spreadsheet with answers from the drop-down boxes or are you looking for us to also expand with a short written answer for each line item?**

A#19 *Please provide both a narrative response and relevant literature to any solutions for the items identified in the RFI that your firm can offer and provide a response using the excel dropdowns regarding your firm's experience regarding each of those available solutions.*