



**OHIO TURNPIKE AND
INFRASTRUCTURE COMMISSION**
682 Prospect Street
Berea, Ohio 44017
(440) 234-2081

**REQUEST FOR PROPOSALS FOR A
CUSTOMER SERVICE CENTER SYSTEM**

RFP ISSUE DATE:

July 18, 2018

INQUIRY END DATE:

5:00 p.m. (Eastern) August 17, 2018

OPENING DATE:

2:00 p.m. (Eastern), August 31, 2018

Q&A NO. 1

ATTENTION OF RESPONDENTS IS DIRECTED TO:

ANSWERS TO QUESTIONS RECEIVED THROUGH 3:00PM ON AUGUST 3, 2018

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Q#1 What is the budget/cost of the customer service center?

A#1 The Commission is not disclosing any projected cost for the systems or services.

Q#2 What is the budget/expected cost of the Roadside Toll Collection System?

A#2 The Commission is not disclosing any projected cost for the systems or services.

Q#3 What is the budget/expected cost of the Unpaid toll processing (UTP)?

A#3 The Commission is not disclosing any projected cost for the systems or services.

Q#4 My understanding is funding was expected to come from toll revenues or securities backed by toll revenues. Is this the only funding source for all of the listed projects above?

A#4 Funding sources are immaterial to submitting a responsive proposal.

Q#5 Section 13.1 states that each Respondent shall timely submit one (1) original, three (3) copies and one (1) electronic version of its Proposal satisfying the Proposal Content Requirements to the following addresses: Ohio Turnpike and Infrastructure Commission, Attn: Procurement Manager, 682 Prospect Street, Berea, Ohio 44017, purchasing@ohioturnpike.org." Are the proposers supposed to email the electronic version of the proposal to purchasing@ohioturnpike.org?

A#5 Yes. In addition to the hard copies, send the Part I: Technical Proposal to the email address provided.

Q#6 Do the instructions and quantities apply to the technical proposal only or both technical proposal and the price proposal?

A#6 The technical proposal is the only component Respondents are required to email. Please submit one original and three copies of the entire proposal to the physical address provided.

Q#7 Would the Commission please extend the deadline by 30 calendar days, to allow more time for the bidders to devise well-thought-out, tailored solutions for the

Commission's particular requirements and to explain them clearly and thoroughly in their proposals?

A#7 The Commission does not believe an extension is necessary.

A#8 Will the Commission consider replying to some questions prior to the final deadline of August 17? August 17 is 9 business days away from the submission deadline of August 31, and it may be challenging for the bidders to adjust their solutions and proposals based on the Commission's responses.

A#8 Yes, the Commission will periodically respond to questions on a rolling basis. Please do not wait until the end of the Inquiry Period to submit questions.

Q#9 Section 13.4 states "However, such deviations must not be in conflict with the basic purpose and objectives of this RFP." Could the Commission please provide examples of the kinds of deviations/exceptions it would consider to be in conflict with the basic purpose and objectives of this RFP?

A#9 The Commission will not create hypotheticals for what does or does not conflict with the basic purpose and objectives of the RFP. The RFP describes the purpose and objectives of the RFP. Determinations of the materiality or incompatibility of deviations or exceptions will occur on a case by case basis.

Q#10 Section 14.1 states that "Cover Letter containing the Respondent's contact information sough on the RFP's cover page of the RFP." There may be a typo here. Could you please clarify the requirement?

A#10 Correct, "sough" should read "sought." The Commission needs the ability to readily identify the contact information on the Cover Page of the RFP in each Respondent's cover letter.

Q#11 Does the Commission expect Proposal Part I and Proposal Part II to be included into one binder and be part of one continuous document, or does the commission wish to split them into two separate binders/volumes?

A#11 There is no requirement to split the materials, but splitting Part I and Part II into two separate binders would likely facilitate the Evaluation Team's review of the Proposals. Respondents should use their best judgement when determining the form that most clearly and concisely presents their proposals.

Q#12 Given the ultimate complexity along with the Q&A period, we would respectfully request the Ohio Turnpike to modify the due date of the proposal responses until **September 28, 2018**. We feel this is necessary to not only provide sufficient analysis for a comprehensive solution but also with the necessary corporate governance for submission after completion of proposal.

A#12 The Commission does not believe an extension is necessary.

Q#13 Please provide **OTIC Data Retention Policy ASAP** since we need to follow OTIC data retention policy to estimate database storage and image storage size in phase 1 and phase 2.

A#13 The TCS will only send images associated with license plate transactions (i.e. transactions without a valid E-ZPass transponder) to the CSC. Respondents may assume their solution will incorporate the following retention schedules:

Detailed transactional and customer account data – Retain online for 3 years then archive to long term storage for up to 10 years.

Summary level data – Retain online for up to 10 years.

License Plate Images:

- *Posted V-Tolls – Retain online for 1 year after V-Toll is successfully posted; purge after 1 year of successful posting.*
- *Paid or Resolved Unpaid Tolls – Retain online for 3 years after payment or resolution; purge after 3 years of payment or resolution.*

Customer Statements via Website – Provide online for up to 18 months.

System Logs – Retain Online for 120 days then archive to long term storage for up to 10 years.

All Other data – Retain online for 2 years then archive to long term storage for up to 10 years.

Q#14 Please provide (1) image size information, (2) how many images per transaction since we need this information for storage estimation.

A#14 Assume 550kb per transaction, consisting of eight image files (2 front, 2 rear, and 4 straddle) plus four data files. The 2022 transactional estimates provided in Exhibit D of the RFP are recommended for planning purposes: approximately 3.5 million V-Toll (Registered Plate) Transactions and approximately 1.4 million Violation Transactions (excluding V-Tolls).

Q#15 Please provide existing TCS network and/or logical diagram.

A#15 Please refer to the TCS and CSC Logical Network Diagram attached.

Q#16 Please identify OTIC credit card updater service provider.

A#16 The Commission currently uses its credit card payment processor, Electronic Merchant Systems of Cleveland, Ohio, to perform the updater service through the TSYS EnsureBill account updater platform.

Q#17 Will OTIC accept SBE, MBE, or DBE firms certified in a state other than Ohio and if so will this count toward the 8% goal?

A#17 Certification with the OTIC requires a physical presence in Ohio. If the firms certified in another state have a physical presence in the State of Ohio, they may qualify for certification and credit towards the goal. Please see Attachment A of the RFP for additional information, and review the Commission's Standards and Practices for further details on program eligibility: <https://www.ohioturnpike.org/docs/default-source/MBE-DBE/turnpike-commission-sbe-mbe-dbe-standards-amp-practices-final-web-published-8-16-17.pdf?sfvrsn=2>

Q#18 What is the term (years) of the initial contract that will be issued and what are the renewal options?

A#18 The Warranty Period for Phase I and Phase II are each one (1) year that commences upon Final Acceptance of the phase. See Part 8 of the RFP. Maintenance services will continue for five (5) years after the expiration of the Warranty Period of Phase I, and the Commission will have options to renew the Contract for Maintenance Services for five (5) additional one (1) year renewal terms. See Part 9 of the RFP. See also Article II of Appendix B.

Q#19 Cash is not usually accounted for/handled by an electronic back office system. Is this just a record of a cash transaction taking place vs. handling actual cash? Please define if this is cash from the ATPM, the toll collector (manual lane) or both?

A#19 This is a record of the cash transaction taking place. All cash from manual and ATPM lanes will be collected in the TCS and reported through the CSC.

Q#20 Does OTIC desire anonymous accounts?

A#20 The OTIC does not anticipate offering anonymous accounts.

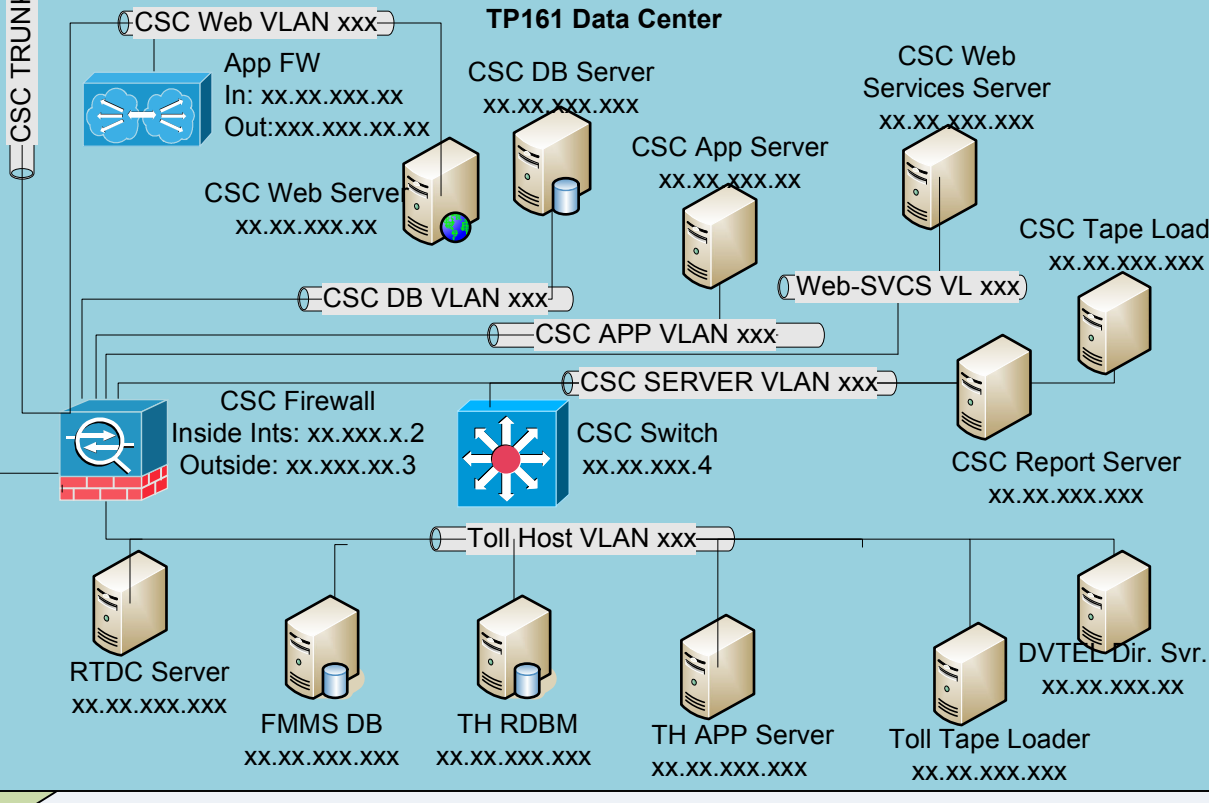
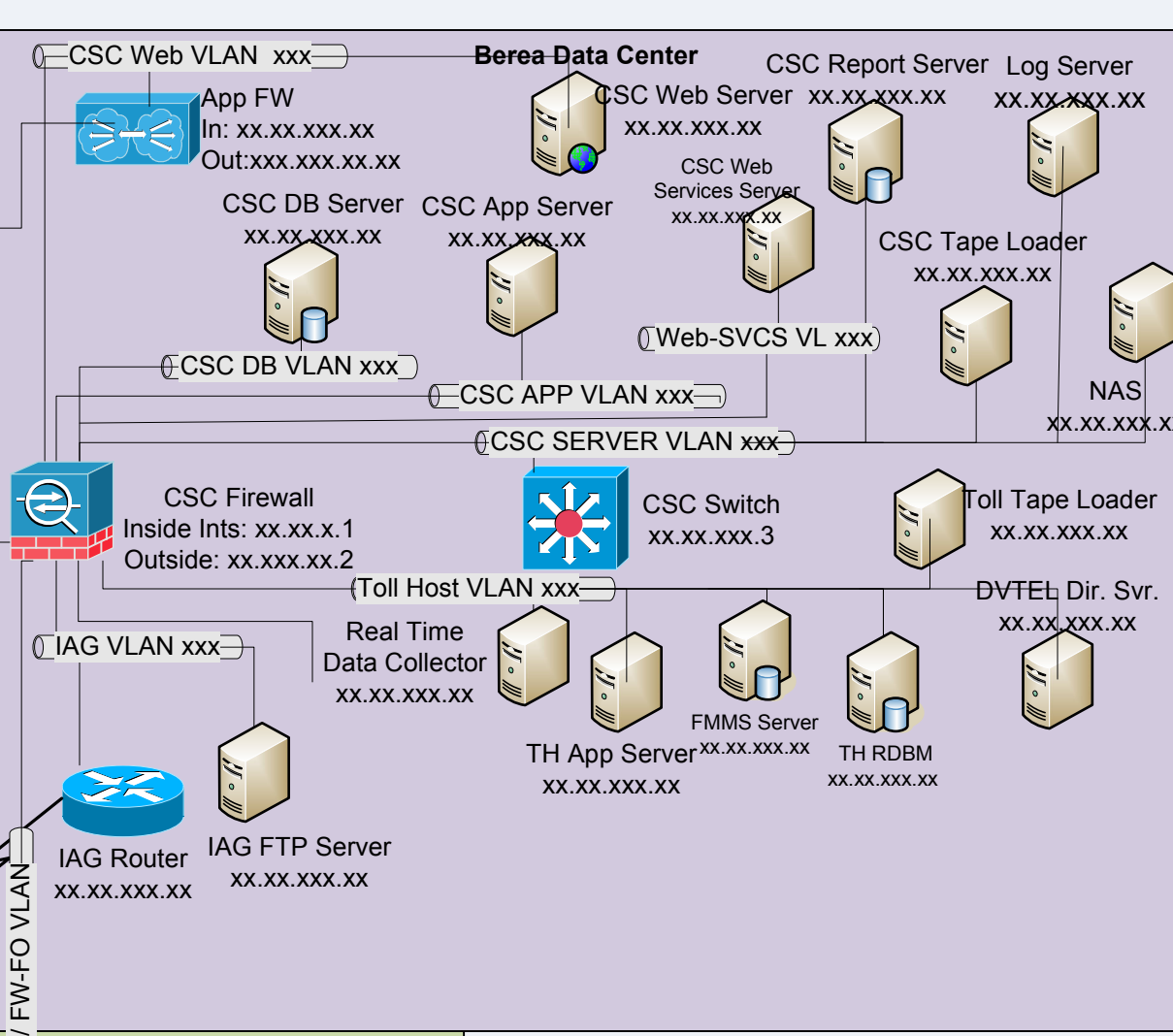
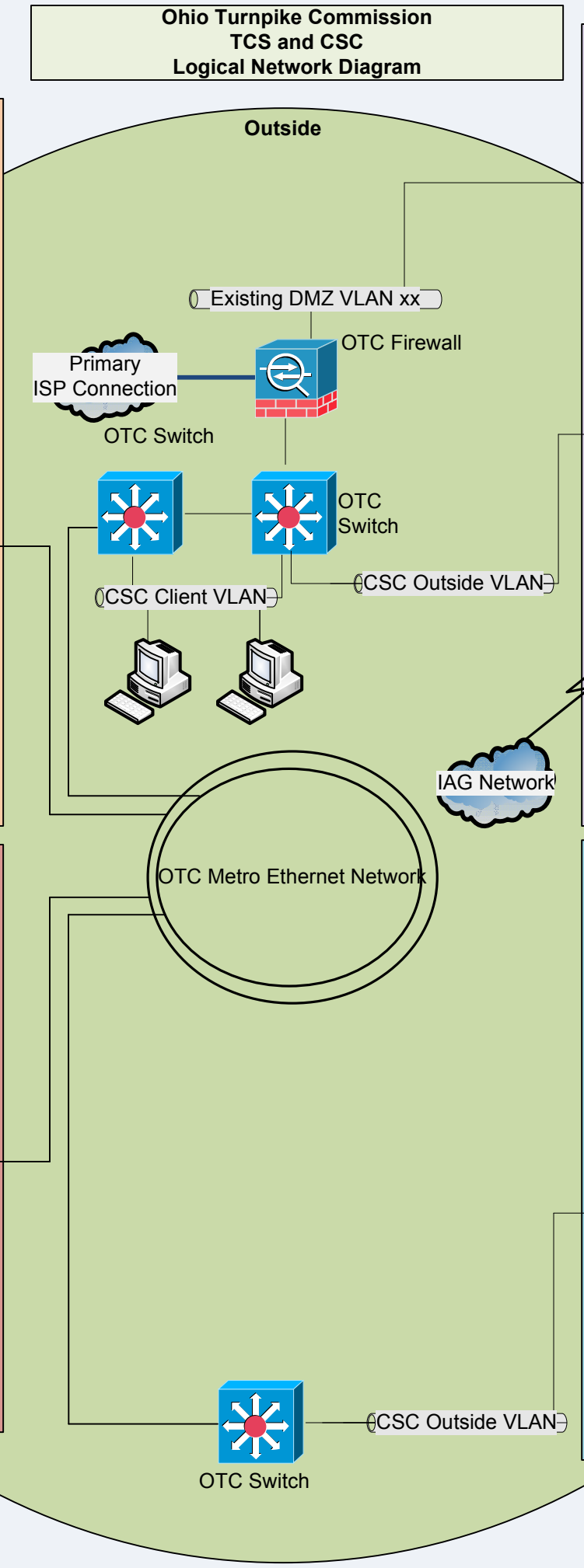
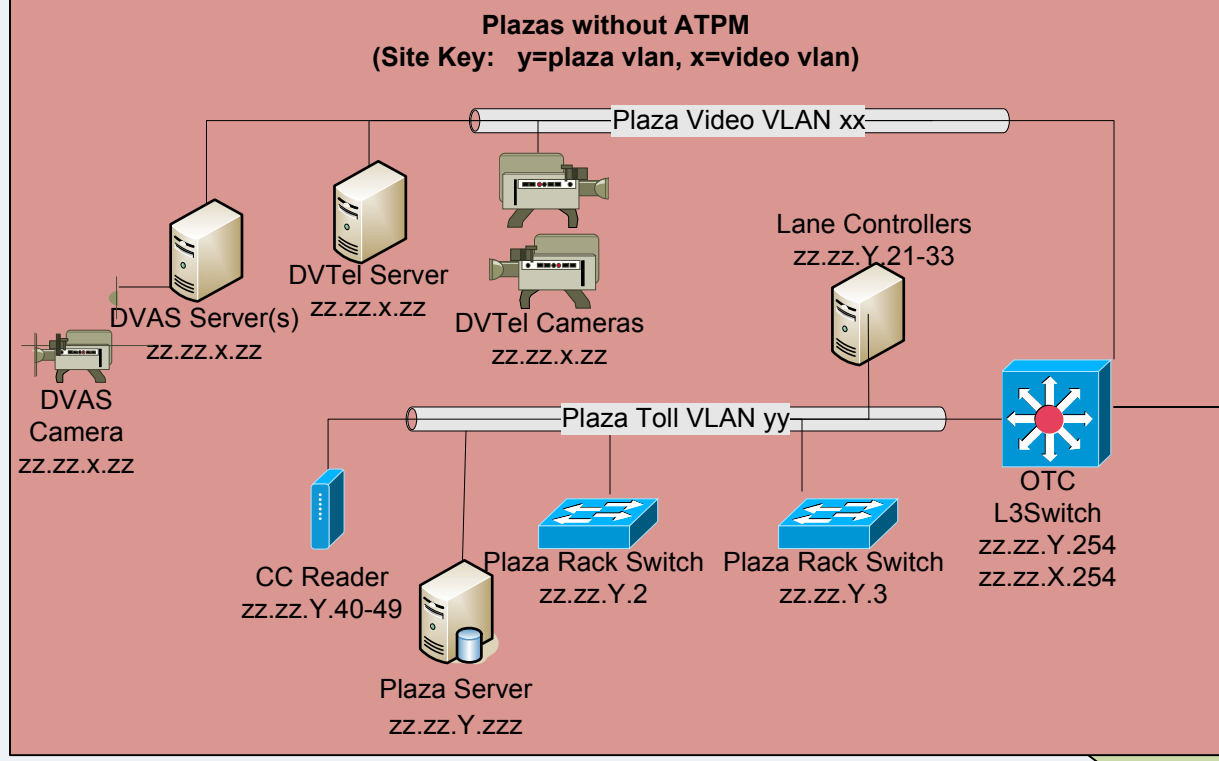
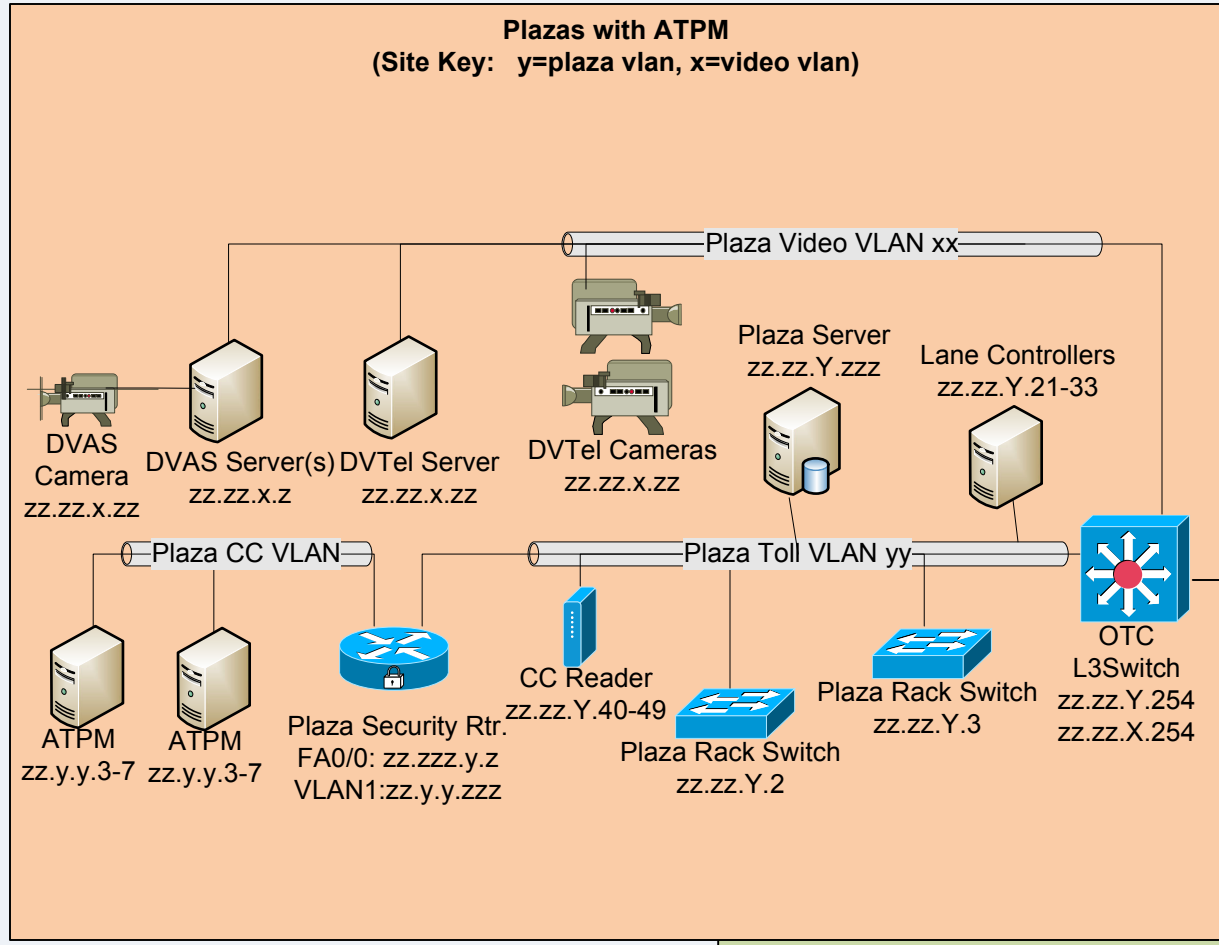
Q#21 Please confirm that you are looking for the actual DMV Lookup Services as a part of this bid, as opposed to simply an interface by the Customer Service Center System. If so, please confirm that your term “per lookup” is per plate requested, as opposed to per response returned.

A#21 Actual DMV lookup services are desired as part of this bid. The term, “per lookup” should be interpreted as “per plate requested.”

Q#22 Per the proposal schedule, the last day RFP questions can be submitted is Friday, August 17th and proposals are due Friday, August 31st. Please note that even if OTIC provides final responses by Monday, August 20th, this gives potential bidders less than two (2) weeks to finalize writing, adjust costs as necessary, print the document and ship to OTIC. It is recommended that there be at least three (3) weeks between the time final RFP questions are answered and the due date of the proposal.

A#23 The Commission does not believe an extension is necessary, and will respond to questions on a rolling basis as received and answered.

**Ohio Turnpike Commission
TCS and CSC
Logical Network Diagram**



Author	
Version	
Revision Date	August 3, 2018