OHIO TURNPIKE AND
INFRASTRUCTURE COMMISSION
682 Prospect Street
Berea, Ohio 44017

REQUEST FOR LETTERS OF INTEREST

FOR MOBILE APPLICATION DESIGN SERVICES

Letters of Interest to Submit a Response to be received no later than:
5:00 p.m., (Eastern), August 7, 2015

ATTENTION OF RESPONDENTS IS DIRECTED TO:

ANSWERS TO QUESTIONS RECEIVED THROUGH JULY 31, 2015

Q#1   Much of what this app is being asked to do can be pulled out of your existing site and recompiled into native mobile apps (Apple/Android) using a technology called phone gap, www.phonegap.com. In the end the phone app becomes an extension of your existing site which is very cool.

A#1   Please provide any additional information requested in response to the LOI regarding the phonegap.com technology.

Q#2   Is this Mobile App exclusive to E-Z Pass customers only?

A#2   No. The Commission anticipates that anyone with a compatible device will have full access to the Mobile App. Further, it's our hope that the App may even provide features that would encourage participation in the E-ZPass program.

Q#3   Does the Mobile App have any restriction for non E-ZPass users?

A#3   No. The Commission anticipates that anyone with a compatible device will have full access to the Mobile App.

Q#4   Would you like this Mobile App to be developed as a Platform Independent Common Application (Hybrid-HTML based) or Native Application specific to each platform (iOS, Android, Windows)?

A#4   Respondents to the LOI are requested to make recommendations as to which method would provide the best service to its customers.

Q#5   What is the expected traffic on the Mobile App?

A#5   The volume of traffic is not foreseeable at this time.

Q#6   What is the size of Master data?

A#6   The scale of data is undetermined at this time.

Q#7   Do you want the system to be available for offline use? If yes, then what are the services that should be available offline?

A#7   The Commission believes some aspects should be available for offline use, but exact functions or services are undetermined at this point.

Q#8   Does this Mobile App require any integration with external systems to fetch/store the data?

A#8   *The integration with other systems is undetermined at this time.*

Q#9   Can we assume the Mobile App is an extension to the existing website with new location based features?

A#9   *At a minimum, yes. The Commission is interested in identifying additional features to incorporate through the LOI and RFP proposal process.*

Q#10   Emergency notification by way of GPS enabled locating techniques. Please explain the business scenario when this emergency notification will be triggered?

A#10   *Currently, we do not have this capability. The Commission is interested in identifying additional features to incorporate through the LOI and RFP proposal process that would allow users to provide the Communications Center with an exact location of a disabled vehicle, motor vehicle collision, etc. using their mobile devices' GPS capabilities.*

**Q#11   Is the Emergency notification one-way or two-way?
          - Control room send notification to all devices/app users
          - App users notifying the control room**

A#11   *The Commission is interested in two way communication through the emergency notification feature.*

Q#12   Detour or diversion routing off and back to the Ohio Turnpike. Can we assume the diversion-routing feature is already built into the site 'www.ohioturnpike.org' and the Mobile App can reuse the business logic implemented for the site?

A#12   *This is not a valid assumption. The diversion-routing feature requires development.*

Q#13   Toll fare calculator with Return on Investment for using E-ZPass. Can we assume this feature is already built into the site 'www.ohioturnpike.org' and the mobile app can reuse the business logic implemented for the site?

A#13   *Yes, but the Commission is interested in learning of additional features, deployment and improvements to incorporate through the LOI and RFP proposal process.*

Q#14   Ohio Turnpike, with ability to provide annual savings. This feature does not seem to exist in the current site. Can we assume the Commission will provide the logic to calculate the annual savings?

A#14   *The Commission can provide schedule of tolls using E-ZPass as compared to using cash for the same trip; however, the logic is in need of development.*

Q#15 **What are the different communication mechanism (Chat, SMS, Call) that customers can use to communicate with the Commission for roadside assistance and general inquiries?**

A#15 *The Commission is interested in learning of the available means for communication through the LOI and RFP proposal process, but exact mechanism is undetermined at this point.*

Q#16 **Travel information features such as fuel prices, service plaza map/amenities listing. Can we assume that these (fuel prices, service plaza map/amenities listing) features are already built into the site 'www.ohioturnpike.org' and the Mobile App can reuse the business logic implemented for the site?**

A#16 *At a minimum, yes. The Commission is interested in identifying additional features to incorporate through the LOI and RFP proposal process (e.g., geo-fencing/geo-cashing).*

Q#17 **Ability to locate off-Turnpike attractions and lodging – with special promotions. Can we assume the these features is already built into the site 'www.ohioturnpike.org' and the Mobile App can reuse the business logic implemented for the site?**

A#17 *This is not a valid assumption. The off-Turnpike attraction functionalities would require development.*

Q#18 **Weather integration. It seems that Yahoo weather services is currently being used and would the Mobile App use same services for weather integration?**

A#18 *At a minimum, yes. The Commission is interested in learning about additional available features through this LOI process to include in the forthcoming RFP.*

Q#19 **OhGo.com seems to be publicly restricted and could not be explored more. Please explain the integration scenario(s) with OhGo.com.**

A#19 *The Commission is interested in exploring the possibility of providing and sharing statewide traffic information with users, not just only on the Ohio Turnpike.*

Q#20 **Ability to transmit data back to the Commission relative to traffic issues/slow downs. What are the different communication mechanism that customer can communicate back to the Commission in case of traffic issues/slow downs?**
i.   Social Media (Facebook page), twitter account?
ii.   Phone
iii.   Standard message
iv.   A custom platform that is already being used or needs to be built?

A#20   *The Commission is interested in learning about additional available features through this LOI process to include in the forthcoming RFP, but the exact mechanism is undetermined at this point.*

Q#21   Do you provide APIs to access information on rerouting, Traffic Jam reporting, Incident management etc.?

A#21   *The Commission does not currently provide such APIs.*

Q#22   Commission is also interested in obtaining the ability to utilize a mobile application for improving certain business operations. Will this be a separate Mobile App for internal users of Commission?

A#22   *No. The scope of this project is deploying a Mobile App for public consumption.*

Q#23   Registration of E-ZPass® transponders and account management.   Does this feature currently exist or does it need to be developed?

A#23   *Yes, function is available through https://www.ezpassoh.com/.   The Commission is interested in learning about additional available features through this LOI process to include in the forthcoming RFP.*

Q#24   Does the current system expose any web services for registration?

A#24   *No.*

Q#25   Incident reporting for incidents called into the Turnpike radio room.   Is this feature currently existing or is it needed to be developed?

A#25   *This feature does not currently exist.*

Q#26   Does the current system expose any web services for incident reporting?

A#26   *No.*

Q#27   Incident notification on social media from radio room. Does this feature currently exist or does it need to be developed?

A#27   *Yes, this function is deployed.   However, the Commission is interested in learning about additional available features through this LOI process to include in the forthcoming RFP.*

Q#28 **Dispatching and incident management of disabled vehicle services. Does this feature currently exist or does it need to be developed?**

A#28 *No such feature currently exists. The incident management functionalities would require development.*

Q#29 **Does the current system expose any web services for Dispatch and incident management of disabled vehicle?**

A#29 *No such feature currently exists. The incident management functionalities would require development.*

Q#30 **Radio room services. Does the radio room staff use any existing application (Web/Mobile) to assist in the activities like Incident management, car breakdown assistance service etc.?**

A#30 *No.*

Q#31 **Requirement 7 - Weather Integration - How is it currently done? How would you want to see the integration in the future. Do you have a feed on road conditions as well?**

A#31 *A weather widget is currently providing weather information. No current road conditions (weather) are streamed. However, the Commission is interested in learning about additional available features through this LOI process to include in the forthcoming RFP.*

Q#32 **Requirement - 9. Ability to transmit data back to the Commission relative to traffic issues/slow downs - How is the currently being facilitated and what format (XML, JSON?) and is there a direction on the future format will look like (or will it stay the same)?**

A#32 *The Commission currently uses google maps for traffic information. However, the Commission is interested in learning about additional available features through this LOI process to include in the forthcoming RFP.*

Q#33 **Requirement - 10. Ability for customers to interact with the Commission social media platforms from application - How is this interaction defined (Twitter, Facebook, etc?). Is this two way or one way dissemination to end user? Do you currently engage with customers via social media and what platforms are currently being used?**

A#33 *The Commission currently uses Hootsuite to manage Twitter and Facebook account. However, the Commission is interested in learning about additional available features through this LOI process to include in the forthcoming RFP.*

Q#34 **Requirement 1. Registration of E_-_Z_P_a_s_s_® _transponders and account management. - How is this currently being facilitated?**

A#34   *Customers currently manage their accounts using ezpassoh.com.*

Q#35   Requirement 2. Incident reporting for incidents called into the Turnpike radio room - How is the currently being facilitated? Is there a system to interface with or feed format?

A#35   *Currently, incidents are either forwarded to the Communications Center from the Ohio State Highway Patrol after they have received a *990 call or direct call from customer through the Commission's general phone number. Also, incident reporting may come from Commission roadway personnel, toll collectors, construction zone personnel or our Disabled Vehicle Service providers.*

Q#36   Requirement 3. Incident notification on social media from radio room - How is the currently being facilitated? What platforms would be part of this requirement (Twitter, Facebook, Instagram)?   Is there some broadcast notification interface currently being leveraged by the commission?

A#36   *Incident notification from radio room to social media is currently not being used, but if it were, the platforms would be Twitter and Facebook. However, the Commission is interested in learning about additional available features through this LOI process to include in the forthcoming RFP.*

Q#37   Requirement 4. Dispatching and incident management of disabled vehicle services - If we understand this correctly. This is the ability to recognize a vehicle in distress/disabled by user interaction and for the commission to dispatch/respond? Please elaborate.

A#37   *The Commission is interested in two way communication through the emergency notification feature where App. users can notify the Communications Center of an incident, and the Communication Center could send notification to incident responders.*

Q#38   We need to ask for an extension since this is due Friday and we don't have time to develop a solution in the next few days.

A#38   *The Commission is not seeking detailed solutions in the LOI. The Commission is merely seeking expressions of interest in the project and descriptions of specifications or concepts that the Commission could include in a forthcoming RFP.   Please provide as much information as possible in response to the six (6) items requested in the request for LOIs.*