



**OHIO TURNPIKE AND  
INFRASTRUCTURE COMMISSION**

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**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. 2**

**ATTENTION OF RESPONDENTS IS DIRECTED TO:**

**ANSWERS TO QUESTIONS RECEIVED THROUGH 12:00PM ON AUGUST 10, 2018**

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**Q#23 What is the current transponder inventory management system?**

*A#23 This is provided by the TransCore IVMS Customer Service Center application.*

**Q#24 What is the current document management system to store license plate images which comes from the TCS system?**

*A#24 The Commission's present TCS does not capture license plate images.*

**Q#25 Is there any middleware currently used in the landscape to integrate various systems like CSC, TCS, Aptean ERP & other systems?**

*A#25 No. The current TCS and CSC systems were obtained through a "bundled" procurement from TransCore. Custom interfaces exist between these systems internally and externally with the Commission's ERP.*

**Q#26 Does the current OTIC website support transponder leasing and return functionality? If yes which system stores all these transactions?**

*A#26 Yes; TransCore IVMS CSC application.*

**Q#27 For unpaid toll - Will CSC handle both EZ-Pass and Non-EZpass customers?**

*A#27 Yes.*

**Q#28 BMV hold - How is a violation of unpaid toll communicated to BMV?**

*A#28 It is anticipated that the interfaces to the Ohio BMV (for Ohio Registration Address Lookups and BMV Holds) as well as for non-Ohio Registration Address Lookups will be built and supported by the CSC Contractor as part of the system delivery.*

**Q#29 Retailer management process for EZPASS is not clear. How is this currently integrated to CSC?**

*A#29 Retail transponder management is provided through integrated TransCore CSC application. Transponders packaged for retail sales by the Commission are invalid for use (i.e., they are not associated with an active account). Upon shipment to participating retailers, the transponders are assigned to a specific "at retailer" inventory location in the*

*CSC system. Customers purchasing the transponders from retailers must activate them by opening an account via the Commission's website or CSR, whereupon the transponders are shifted to a "with customer" inventory location in the system.*

**Q#30 What information does the CSC need to provide Interoperable Agencies (group hub) CSC? The CSC to group hub process is not clear.**

*A#30 At present, the Commission is only interoperable with member agencies of the E-ZPass Group. This interoperability is achieved via the routine peer-to-peer exchange of data files with other member agency CSCs using the standard E-ZPass Inter-Customer Service Center Interface File and Reporting Specification. In the interests of streamlining data communications and expanding interoperability with other electronic tolling regions, the development of an E-ZPass "hub" is presently under review by the E-ZPass Group.*

**Q#31 Due to the fact that final questions are due to OTIC by August 17th, OTIC will need time to review and answer the questions and post the response, and vendors will then need to incorporate into their solution--possibly significantly changing the overall solution itself--we respectfully request that the due date be extended by three weeks.**

*A#31 The Commission does not believe an extension is necessary.*

**Q#32 Under Section 4.1.6 Integration with Unpaid Toll Processing Service Provider(s) – Phase 2, please define "tracking."**

*A#32 UTP tracking is envisioned as the ability to trace UTP transactions through the CSC system from inception, subsequent re-invoicing (multiple rounds per OTIC business rules) through to final payment or write-off.*

**Q#33 Section 4.3m CSC Functional Requirements, states that "Customer Communications – Provide the ability to receive and respond to customer inquiries via email, phone, SMS." Will customers be sending communications to SMS? If so, Is the expectation that the CSC will send a response to customer via SMS as well? Are there limitations as to the types of inquiries that will be handled via SMS?"**

*A#33 The OTIC intends to issue outbound communications to customers via SMS for specific events (e.g. account replenished, credit card failed, etc.) (this is a requirement for Phase 1 Go-Live).*

*OTIC is interested in potential solutions from Responding CSC Contractors for handling inbound SMS communications from customers (this is not a requirement).*

**Q#34** In reference to Section 4.3.1.2, the account type shall depend on the customer's current financial status (e.g. if an E-ZPass account goes negative, the account type shall change from E-ZPass to Violation). The assumption is that the single account model and the changing of the account type being based on financial status, that historical status change data would have to be captured for reporting purposes. Please confirm.

*A#34 Yes, OTIC desires a single account model that changes type (E-ZPass to Violation) based on the financial status. All account changes need to be recorded in the system for reporting, customer service purposes.*

**Q#35** Non-Revenue Account Type - What are the eligibility requirements for obtaining a Non-Revenue Account? (Emergency vehicles, government officials, etc.). Will the accountholder be allowed to prepay to use transponder at non-OTIC plazas?

*A#35 No, current OTIC policy is not to allow non-revenue OTIC transponders for out-of-state travel. These transponders are not included in the OTIC E-ZPass tag status file.*

**Q#36** Section 4.3.1.5 states that, "The System shall allow a CSR to merge multiple accounts by moving transponders and vehicles and transferring any prepaid balance or balance due. There is no limit on the number of transponders that can be assigned to a single customer account." Will the ability to merge multiple accounts only apply to accounts that are of the same account type?

*A#36 Non-revenue accounts will not be merged with other account types. All other account types should be able to be combined by the Customer Service Representative.*

**Q#37** Reference Section 4.3.1.7 Account Status - Table 1 and please confirm that the transponder status for the Closed Pending/Closed Account Status is correct.

*A#37 This is correct as stated in Table 1 and will be confirmed during System Design.*

**Q#38** Again Reference Section 4.3.1.7 Account Status, Table 1, and please explain financial status of "Double Tractor Trailer" and "Triple Tractor Trailer"

*A#38 Status 6 or 7 indicates that the transponder (account) is in good standing and the vehicles have met OTIC's pre-registered criteria for LCV Doubles and Triples. If the account is not in good standing, the Tag Status would remain as Status 3 or Status 4.*

**Q#39** Reference Section 4.3.1.8 Account Fees, Table 2, Statement Fess, is the statement fee \$1 per 5 pages? Please clarify what is intended when stating "\$1 per 5 each 5 transponders, up to a maximum..."

*A#39 This is a typo. Should read "\$1 per each 5 transponders, up to a maximum..."*

**Q#40** Again Reference 4.3.1.8 Account Fees, Table 2, and please explain the Transponder lease fee. Are all transponders leased? For how long?

*A#40 All OTIC Pre-Paid E-ZPass transponders are leased. The \$0.75/transponder per month lease fee is applied as long as the customer has the transponder. See business rules #1014 and #1028.*

**Q#41** The RFP states at Section 4.3.1.10 for account closing "At the end of the user configurable time, the System shall move the account to a closed status and any negative balance shall be automatically charged to the credit card on file and any positive balance shall be automatically refunded to the credit card on file" How is the account status handled if the credit card on file declines when trying to recover the negative balance? Does the account still close or stay open as to not close an account without a zero balance? Please explain the workflow.

*A#41 If the credit card declines when trying to recover a negative balance, the account shall remain open as a violation account.*

**Q#42** Please confirm that Section 4.3.1.13 intents that a transponder can be reported lost or stolen via SMS.

*A#42 Upon reconsideration, OTIC removes the requirement to allow a customer to report a transponder a lost or stolen via SMS.*

**Q#43** Section 5.8.2 Customer Secure Website Login states "To protect account holder privacy and payment information, the Website shall provide a means for the users to set up a unique, secure username and password using two-factor authentication for accessing their account on the Website, and unique 4-digit PIN for accessing their account via the IVR." IVR Option Requirement is for account inquiries and payments for UTP accounts. How will this customer base obtain a PIN?

*A#43 The System shall allow an E-ZPass customer to select their PIN upon account creation. The System shall assign a PIN to an Unpaid Toll customer and provide it on the UTP invoice.*

**Q#44** The KPI under 5.10.1 Table 3, KPI #1 states that "Load Time shall not exceed 5 seconds for accounts of fewer than 50 transponders..." How will the issue be distinguished as to whether the load time is due to system performance or hardware?

*A#44 The Contractor is responsible for the performance of the integrated application and infrastructure hardware.*

**Q#45** The document deliverable timeline for Project Schedule and Project Management Plan under the Project Execution, Section 10 differs from the timelines in Table 7 on Page 84. Please clarify.

*A#45 The language under Section 10. Project Execution, should state 45 Calendar Days. Table 7 is correct.*

**Q#46** Under the summary of major deliverables on page 84, Table 7 - #6, is the Requirements Trace Document due before the System requirements document?

*A#46 The Requirements Trace Document is not due before the System Requirements document.*

**Q#47** Under Appendix A – Final OTIC CSC Business Rules, the Business Rules reference commercial accounts. However, there are no requirements in the RFP Account Types section that reference commercial accounts. There are vehicle class references in areas of the RFP, but no reference to commercial account types. Can OTIC provide any additional information related to commercial accounts?

*A#47 A commercial account is defined as an E-ZPass account with at least 1 blue transponder on the account.*

**Q#48** Section 4.3.8 makes reference to "business customers". Could you please confirm if it refers to "commercial accounts" as well? And also as in the case of commercial accounts already asked, could you please provide business rules for this type of customers?

*A#48 The term "business customers" in Section 4.3.8 is deleted and does not refer to a different account type.*

**Q#49** With respect to Appendix A – Final OTIC CSC Business Rules, are Rental Car Agencies accounts currently handled within the CSC? If applicable, are these ones treated as business customers, or commercial accounts, or otherwise which would be the applicable business rules for this type of customer?

*A#49 Rental Car accounts are pre-paid accounts and are treated like all other pre-paid accounts. See Business Rule #1000 for account replenishment business rules.*

**Q#50 Could you please clarify or further explain on delimitation under 4.3.12 for Unpaid Toll Processing functionality to be included in the CSC for Unpaid Violations vs the UTP service providers? On one hand the CSC will require to cover all UTP functionality. But when the UTP Service Providers are selected, could you confirm if they will operate CSC software or will they have their own SW system for which the CSC will send UTP data through the relevant interface. Currently, it is not very clear the delimitation of functionality between both systems, or if the UTP Service Provider are just operating the CSC UTP functionality.**

*A#50 Our intent is for the UTP vendor to operate the UTP functionality in the CSC software. However, OTIC may choose to have the UTP vendor provide their own software, which would need to be integrated to the CSC in Phase 2. All violation data needs to be recorded and maintained in the CSC.*

**Q#51 Could you please clarify under Section 4.1.6, Integration with Unpaid Toll Processing Service Provider(s) – Phase 2, how many UTP service providers do you expect that the CSC will integrate with?**

*A#51 The OTIC has not yet determined how many UTP Service Providers will be contracted.*

**Q#52 The RFP mentions that the CSC will need to interface with Debt Collection agencies under Section 4.1.7 Integration with Third Party Vendors. Does this imply interfacing for Phase 1 and once the UTP service providers have been selected, should we assume the Collection Agencies will interface directly to them? This question is related to the one requesting clarification on delimitation of functionality between CSC and UTP Service Providers.**

*A#52 Collections Agencies would be procured through a UTP contract but would need to interface to the CSC System, not to the UTP Service Provider.*

**Q#53 Could you please clarify which is the OTIC approved merchant service for payment processing currently used as described in Section 4.3.7 Payment Processing?**

*A#53 The term “OTIC approved merchant services to perform payment processing functions” refers to our credit card processor Electronic Merchant Systems (EMS).*

**Q#54 Could you please clarify OTIC Data Retention Policy under Section 5.3 Data Management, Storage and Retention - Retention Periods for online/offline data**

**retention as regards images, transactions, invoices, account data and violation notices?**

*A#54 Please see the response to Q#13 in Q&A#1.*

**Q#55 Could you please clarify how many parking facilities are expected to integrate with in the future as described under the CSC Functional Requirements in Section 4.3?**

*A#55 Currently there are no parking facilities integrated into the CSC and this is unknown at this point. The System shall be capable of supporting E-ZPass Plus for multiple facilities as defined in Section 4.3.9.*

**Q#56 Follow-Up Question: After A#5 and A#6, our understanding of the final submission format instructions is that Respondents are to submit the following:**

- **Deliver one (1) paper original, three (3) hard copies of Part I, Part II and Part III to the physical address provided in the RFP;**
- **Send one (1) electronic copy of Part I only to [purchasing@ohioturnpike.org](mailto:purchasing@ohioturnpike.org).**

**Please confirm that his understanding is correct.**

*A#56 Yes, this is correct.*

**Q#57 Does the Commission have a preference over the “form” of Litigation Bond, Proposal Bond, and the Surety Letter (documentation evidencing ability to obtain the performance bond and an affirmative statement that if awarded the Contract, Respondent will enter into the Contract and furnish a required \$2,000,000 performance guarantee? If so, please provide samples or forms two weeks prior to the proposal due date, if possible, to leave enough time to coordinate.**

*A#57 The Commission does not have a designated form for the litigation bond, proposal bond or surety letter. The substance of each instrument must only conform to what is described in the RFP.*

**Q#58 The selected vendor will provide the API Spec but who is responsible for writing the interface into the IVR System? The winning Vendor or the IVR vendor?**

*A#58 The IVR Vendor will write the interface into the IVR system using the API provided by the Selected Contractor. The Selected Contractor shall work with the IVR vendor to test and support the IVR interface.*



**Q#59 Is the Appendix C Compliance matrix the same as Attachment E Compliance matrix?  
There is no Appendix C included in the RFP document.**

*A#59 Yes, the table of contents mistakenly refers to an additional Compliance Matrix as Appendix C. The only Compliance Matrix required as part of the Respondents' Proposals is correctly described in 14.1 as Attachment E.*

**Q#60 Section 10 under Proposal Guaranty states that Respondents must submit a proposal bond or certified check in the amount of \$5,000.00 payable to the OTIC if its proposal is accepted and the Respondent fails to enter into a contract for the performance of its proposal. Upon successful execution of a contract, the OTIC will return the Proposal Guaranty to each Respondent. FAILURE TO SUBMIT THE REQUIRED PROPOSAL GUARANTY WITH THE PROPOSAL MAY BE CAUSE FOR REJECTION OF A RESPONDENT'S PROPOSAL" Does this section refer to a bid bond? Please clarify.**

*A#60 Yes, this requests what is commonly referred to as a "bid bond." However, the Commission is not soliciting bids under this procurement and the proposal guaranty need not come in the form of a surety bond. A certified check is acceptable also.*

**Q#61 What are the functionalities currently supported in the OTIC website as alluded to under Section 3.3, Page 10 Customer Service Center?**

*A#61 The current Ohio E-ZPass website provides standard E-ZPass customer self-service functions. Refer to RFP Section 5.8 for the new E-ZPass website.*

**Q#62 What are the systems currently that CSC is integrated with as alluded to under Section 3.3, Page 10 Customer Service Center? Do you have any architecture diagrams of the current landscape?**

*A#62 The CSC is currently integrated to the TransCore Scalable Automated Toll System (TCS), the OTIC's credit card processor EMS, the ERP (Aptean), the credit card payment gateway (USA e-PAY), all E-ZPass agencies. A CSC systems architecture diagram is not available. The Contractor shall provide a new CSC that integrates to all systems as indicated in the RFP.*

**Q#63 Please elaborate on the description of the Existing Toll Collection System under Section 3.2 on Page 6. What are the functionalities currently supported in TCS system?**

*A#63 The TCS allows the OTIC to classify vehicles and collect tolls via cash, credit card and E-ZPass. The current TCS interfaces to the current CSC to transmit E-ZPass transactional*

*data. The new CSC shall interface to the current and future TCS to receive all TCS transactional data including cash and credit card transactions.*

**Q#64 Do you have web chat functionality available in their current website? If yes, what is the chat software that you have in your landscape?**

*A#64 No.*

**Q#65 What is the reporting system OTIC has in their current solution?**

*A#65 This is a custom reporting system provided by TransCore as part of their CSC solution. Business Objects is also utilized for ad hoc reporting. The Contractor shall provide a new reporting solution that satisfies the RFP requirements.*

**Q#66 What is the current order management system OTIC has for retailer orders?**

*A#66 The OTIC does not currently have an automated order management system. The orders are currently handed manually and the transponder shipment is recorded in the TransCore IVMS software.*

**Q#67 What is the system OTIC currently uses to carry out address look ups of registered owners of vehicle license plates?**

*A#67 This functionality does not currently exist in the CSC. All toll lanes are currently gated.*

**Q#68 What is the current volume of complaints and disputes? Does OTIC currently store all case management transactions also in the CSC system?**

*A#68 Currently OTIC handles approximately 7,000 monthly customer adjustments. Customer interaction details are currently captured via notes made on the account by a CSR.*

**Q#69 What is the software used in E-Zpass Group Hub? Is there any middleware currently considered in the landscape to integrate with E-Zpass Group Hub?**

*A#69 The E-ZPass Group Hub does not currently exist at this time and is in the planning stages.*

**Q#70 Can you share specifics on the Turnpike Commission's financial accounting system? I believe it is called APTEAN. Who provided this system, when was that contract awarded, etc.**

*A#70 The Commission acquired the licenses for its enterprise resource planning system in 1996 from Ross Systems, which after several corporate acquisitions and mergers became Aptean Corporation. The Commission is currently committed to continue using the Aptean ERP through 2021, and will assess in the meantime whether exercising its option to renew or competitively selecting a new ERP system serves its best interests.*

**Q#71 Can OTIC clarify the purpose of the CSC System receiving Cash and Credit Card transactions from the TCS?**

*A#71 Currently cash and credit card transactions are reported only in the TCS. OTIC desires the new CSC to be the final single source for all traffic and revenue reporting and reconciliation.*

**Q#72 Can OTIC please provide statistics related to toll transactions that the CSC processes at the current time and the breakout of E-ZPass and Manual transactions in the same?**

*A#72 OTIC toll transaction statistics are available on the following website link: <https://www.ohioturnpike.org/business/investor-relations#>*

**Q#73 OTIC requires the Future Centralized and Regional networks that are still being planned/under development to be integrated with the new CSC in the Phase 2 timeframe. However, if these Centralized/Regional networks are not ready in the Phase 2 timeframe, would OTIC exempt the CSC contractor from these integrations to close Phase 2?**

*A#73 OTIC will not hold up final System Acceptance for Phase 2 if the Centralized/Regional networks are not ready before Phase 2 Go-Live. However, the Contractor is responsible for integrating the System with all Centralized/Regional Hubs during the Phase 2 maintenance period at no additional cost.*

**Q#74 Can OTIC confirm that integration to Retail Tag Distribution and Print House services are not required to be implemented in Phase 1?**

*A#74 Integration to Retail Tag Distribution is required in Phase 1. Integration to Print House services is required in Phase 2.*

**Q#75 Section 5.2.1 states that “The system hardware and software shall be hosted on-site at an OTIC provided facility and managed by the contractor.” We presume that OTIC would provide a Tier-3 or higher rated data center environment for both**

**Production & DR with all necessary infrastructure, e.g. power, cooling etc. Can OTIC confirm the nature of the data center that it will provide under this option?**

*A#75 The OTIC has primary and secondary data center environments on the Turnpike that the Contractor can utilize for their proposed system hardware and software.*

**Q#76 Will OTIC provide the network between the Production & DR environments and vendor only provides for network into the data centers for remote access?**

*A#76 Yes.*

**Q#77 Could OTIC provide a list and appropriate network diagrams/systems available in the OTIC data center that would be provided or the CSC systems that would need to be interconnected to? For example, existing edge routers, firewalls, WAF, etc.**

*A#77 See the response to Q#15 in Q&A#1.*

**Q#78 Will OTIC provide adequate space and access for Contractor personnel to access and provide any local onsite support needed for the environments?**

*A#78 The OTIC will provide adequate space and access for Contractor personnel during the System implementation phases. Post-implementation space for local onsite support needs to be coordinated with OTIC.*

**Q#79 What is the purpose and intention in CSC receiving manual unpaid toll transactions? Are these for exiting E-ZPass customers and need to be posted to customer accounts as manual tolls? If these are for non-customers, what is CSC supposed to do with such transactions in Phase I, since violations are not in scope until Phase II?**

*A#79 Manual unpaid toll accounts are currently created in the CSC by CSC personnel using customer information collected by a toll collector. Manual unpaid toll reminder notices are then generated by CSC personnel and sent to the customer from the CSC. This functionality is needed in Phase 1, however, the new System shall generate the manual unpaid toll reminder notices automatically for CSC personnel to mail out.*

*In Phase 2, the TCS shall capture and automatically transmit manual unpaid toll customer information to the new CSC system. The new CSC System shall then automatically create a manual unpaid toll account and automatically generate manual unpaid toll reminder notices for CSC personnel to mail out.*

**Q#80 Can OTIC confirm if there is a plan to offer registered video customers to support new LP based transactions in Phase II, or if they will be treated as unregistered video invoice customers only or both?**

*A#80 The OTIC will not offer registered video accounts.*

**Q#81 Can OTIC confirm scope of the CSC system related to UTP functionality when UTO operational services like image review, DMV hold, etc. are to be done by the UTP service provider separately?**

*A#81 See the response to Q#50.*

**Q#82 Can OTIC confirm if a customer cannot buy additional retail tags and register to existing account?**

*A#82 A customer can buy additional retail tags and register them to an existing OTIC account. There is no limit to the number of retail tags that can be added to an account.*

**Q#83 Please clarify the OTIC holidays for OTIC personnel to be used to create a calendar for the Project Schedule under Section 10.4.**

*A#83 There are currently eleven OTIC holidays: New Year's Day, Martin Luther King Jr. Day, President's Day, Good Friday, Memorial Day, Independence Day, Labor Day, Columbus Day, Veterans Day, Thanksgiving Day, Christmas Day.*

**Q#84 Please confirm that the Proposal Acknowledgement should be Attachment G, not F as stated on page 119, since F is the Price Proposal templates.**

*A#84 Correct, the requirement for the Proposal Acknowledgment is incorrectly identified as Attachment F on page 119. The face of the form is correctly labeled as Attachment G.*

**Q#85 Section 10.0 states that "The startup Deliverables for the System delivery project shall include the following project management documents, which are due within 30 Calendar Days of the initial NTP" but the Table 7 under Section 10.4 states at Item 2 that Project Schedule (Baseline) due 45 days from NTP Phase 1 and 2. Please clarify if the initial project schedule is to be submitted within NTP+30 calendar days or if it is within NTP+45 calendar days.**

*A#85 See the response to Q#45. Table 7 correctly states 45 calendar days to submit the project schedule.*

**Q#86 Please confirm if all due dates in Table 7 are in terms of calendar days or business days.**

*A#86 Calendar Days.*

**A#87 Attachment F – Price Proposal Templates identify tokenization costs, security assessor costs and out of state look up costs. Please confirm that these items found on sheet 5 of Attachment F are required to be passed through to OTIC and that additionally bidders may pass through any other third party vendor fees if they choose, but those hard coded in price sheet 5 are mandatory to be passed through.**

*A#87 The items identified on Sheet 5 of Attachment F are required pass through costs to OTIC. The Contractor shall identify any additional third-party vendor fees in their proposal which shall be invoiced to OTIC as pass through costs with no additional markup. The Contractor shall disclose all subcontractors and third-party license agreements required for its solution.*

**Q#88 Section 10.7 states that “The System deliverables shall require a draft, final draft and final submission with time (minimum 10 Business Days each for draft and final draft submission and a minimum of 5 Business days for the final submission) allocated for OTIC review and approval of each deliverable (draft, final draft and final). Please clarify what documents are deemed “System deliverables.”**

*A#88 Table 7 provides a summary of the major System Deliverables.*

**Q#89 Section 10 indicates the Project Schedule should be submitted 30 days after NTP, but Section 10.4 indicates 45 days. Can the State please clarify which is the accurate requirement for submission of the Project Schedule?**

*A#89 See the response to Q#45.*

**Q#90 Can the State please confirm that the RTM discussed in Section 10.8 is the same as the Requirements Trace Document mentioned in Section 10.6.2?**

*A#90 The RTM shall be a component of the Requirements Trace Document.*

**Q#91 Please confirm the current Data Center locations and the DR architecture in place currently.**

*A#91 The OTIC primary and secondary data centers are currently located on the Ohio Turnpike. The OTIC utilizes VMware to provide virtualized primary and secondary environments.*

**Q#92 Please confirm the current volumes of Server, Storage and Backup environment provisioned to support the current Toll System in scope of the RFP.**

*A#92 The existing servers are summarized in the following table:*

<i>Server Function</i>	<i>Storage</i>	<i>Backup Methods</i>
<i>Application Server</i>	<i>136GB</i>	<i>Backup Server at Backup Data Center</i>
<i>Database Server</i>	<i>915GB</i>	<i>Backup Server at Backup Data Center plus Tape Backup using HP Autoloader</i>
<i>IAG FTP Server</i>	<i>136GB</i>	<i>Backup Server at Backup Data Center</i>
<i>Log Server</i>	<i>280GB</i>	<i>Backup Server at Backup Data Center</i>
<i>Report Server</i>	<i>856GB</i>	<i>Backup Server at Backup Data Center</i>
<i>Web Services Server</i>	<i>136GB</i>	<i>Backup Server at Backup Data Center</i>
<i>Web Server</i>	<i>560GB</i>	<i>Backup Server at Backup Data Center</i>

**Q#93 Please confirm if there is any regulatory limitation to provision the environment 100% on Cloud.**

*A#93 There is no regulatory limitation to provision the environment 100% on cloud. The Contractor shall propose their solution to meet the RFP requirements, specifications and KPIs. The proposed hosting solution shall be approved by the OTIC.*

**Q#94 Please share the current network architecture and design in place. Is OTIC open to contracting with a Network Service Provider for WAN links or does the Provider need to provide the WAN links as well?**

*A#94 OTIC will provide the WAN links. See the response to Q#15 in Q&A#1.*

**Q#95 Please provide information on the current System Hardware make, model, age, warranty information, location.**

*A#95 The current CSC hardware is reaching end of life and will be replaced completely under this contract. The current system hardware will be maintained by OTIC and its CSC maintenance contractor until the new system is operational.*

**Q#96 Please provide the technical architecture for the current Infrastructure estate**

*A#96 See the response to Q#15 in Q&A#1.*

**Q#97 Please confirm the detailed inventory list of current infrastructure supporting the Toll infrastructure (type, OS version, location, technology etc) to understand the current footprint.**

*A#97 See the response to Q#15 in Q&A#1.*

**Q#98 Please share the current database technology, count and size e.g. DB2, MySQL, Oracle, and MS SQL**

*A#98 The current system utilizes an SQL database.*

**Q#99 Please share current Middleware technologies and volumes.**

*A#99 The current system does not utilize any middleware technologies.*

**Q#100 Please share the backup volume and details on backup tools used**

*A#100 The OTIC currently utilizes a tape backup system. The Contractor shall provide a new backup solution that satisfies the RFP requirements.*

**Q#101 Please share the current logical DC architecture.**

*A#101 See the response to Q#15 in Q&A#1.*

**Q#102 Can you please share 6 months' average volumes for the processes as mentioned below per Service Tower:**

**-Incidents/ month**

**-Major Incidents/ month**

**-Problems/ month**

**-Change requests/ month (Breakup as Standard, Normal and Emergency Changes)**

*A#102 No. The current CSC system will be fully replaced under this contract.*

**Q#103 Please could you provide the following information:**



- **Orders: number of transponder orders (new or replacement) - total # of transactions per year**
- **Number of prepaid refills (total # of orders/transactions per year)**
- **Number of postpaid tolls/finest (total # of orders/transactions per year)**
- **Any other revenue carrying transactions not included in above (total # of orders/transactions per year)**
- **Revenue: the top line revenue (not including returns, etc) that would be collected through the site.**

*A#103 See Exhibit "B" and the response to Q#72. There were approximately 175,000 account replenishments in July 2018. There were approximately 175,000 account replenishments in July 2018 and approximately 886 Unpaid Tolls Reports issued in July 2018.*

**Q#104 Is there an automation strategy and roadmap already defined? If yes, please provide a copy.**

*A#104 The Respondents shall propose their solutions to satisfy the RFP requirements.*

**Q#105 Are there any specific goals defined for automation? The RFP does not seem to indicate anything in this space**

*A#105 The Respondents shall propose their solutions to satisfy the RFP requirements.*

**Q#106 Are there any preconceived business areas, business processes or specific scenarios (use cases) for automation that you would like us to focus on?**

*A#106 The Respondents shall propose their solutions to satisfy the RFP requirements.*

**Q#107 Are there any current pockets of automation within the organization? If so, what automation tools do you use?**

*A#107 The Respondents shall propose their solutions to satisfy the RFP requirements.*

**Q#108 For the automation areas you would like us to focus on, can we have detailed technical environment blueprints, technologies and service desk tickets you can share (if applicable)**

*A#108 The Respondents shall propose their solutions to satisfy the RFP requirements.*

**Q#109 Section 14.2 Proposal Part II: Corporate and Financial Data states that, "Respondents must provide this information for any affiliated companies including any parent or subsidiary companies of the Respondent as well as for any subcontractor (50%) or more of the work required or any joint venturer." Please clarify the requirement - does the instruction apply to Subcontractors who will perform 50% or more of the work on the contract?**

*A#109 Correct. The corporate information is required from any subcontractor that a Respondent proposes to perform 50% or more of the work.*

**Q#110 Section 14.1 Proposal Part I: Technical Proposal states that, "Cover Letter containing the Respondent's contact information sought on the RFP's cover page of the RFP." Is the Cover Letter to be in free form, or are the Respondents to use the very first page of the RFP (with fillable pdf fields) as Cover Letter?**

*A#110 There is no prescribed form. The Commission provided the .pdf form for the convenience of respondents, which may be used as the cover page for the proposal or the respondent's own letterhead as long as the contact information from the form appears on the cover letter.*

**Q#111 Regarding the domestic services requirements and disclosures in Attachment D, how would a Respondent engage the Waiver process for this procurement, in terms of timing, notification, and discussion and engagement with OTIC?**

*A#111 The Commission will respond to this question in a subsequent Q&A.*

**Q#112 What is the current reporting landscape (Tableau/BO)?**

*A#112 The Commission will respond to this question in a subsequent Q&A.*

**Q#113 We would like to understand the complexity standard/Custom reports when particular reports are planned for phase 1 and phase 2. Please more detailed information about the number and types of reports. If you have sample reports, please provide.**

*A#113 The Commission will respond to this question in a subsequent Q&A.*

**Q#114 What are the systems currently that TCS is integrated with? Do you have an architecture diagram of the current landscape?**

*A#114 The Commission will respond to this question in a subsequent Q&A.*

**Q#115 What is the expected number of tables and data volume for each source system?**

*A#115 The Commission will respond to this question in a subsequent Q&A.*

**Q#116 What is the Test Management tool being used by OTIC currently? Is OTIC using any Testing tools for Automation/ Performance/ Security Testing currently? If 'YES', please provide the list of tools. Can we assume those tools will be made available to the vendor?**

*A#116 The Commission will respond to this question in a subsequent Q&A.*

**Q#117 Does OTIC currently have any specific ticketing tool for tracking Incidents / Problems / Changes? If the answer is yes, will that be extended to the vendor? Please also provide the tool name and version.**

*A#117 The Commission will respond to this question in a subsequent Q&A.*

**Q#118 Are there any specific reports OTIC is looking out for Service management data like quarterly operations review?**

*A#118 The Commission will respond to this question in a subsequent Q&A.*

**Q#119 Is OTIC following certain ITIL (Incident, Problem, Change, Release) / Build development (Agile, Waterfall, DevOps etc.) processes today and is process documentation available? If the answer is yes, will that be shared with the vendor / does the vendor need to follow the same processes?**

*A#119 The Commission will respond to this question in a subsequent Q&A.*

**Q#120 Please share the current network architecture, bandwidth and integration between different hosting environments for the CSC System.**

*A#120 The Commission will respond to this question in a subsequent Q&A.*

**Q#121 Please detail the current challenges and pain points for the CSC System.**

*A#121 The Commission will respond to this question in a subsequent Q&A.*

**Q#122 Does OTIC have a preference for any particular cloud platform?**

*A#122 The Commission will respond to this question in a subsequent Q&A.*

**Q#123 Can customers purchase a transponder(s) at a retail location with cash? If so, are they then required to back the purchase with a credit card or can they replenish with cash? If so, what is the business process to link a credit card with the transponder? Can this part of the activation process be accomplished via the web or through a CSR?**

*A#123 The Commission will respond to this question in a subsequent Q&A.*

**Q#124 In the process for retail transponders, is there a set of business rules that define how activation/deactivation occur if a patron fails to activate their transponder with Ohio Turnpike within a set period?**

*A#124 The Commission will respond to this question in a subsequent Q&A.*

**Q#125 Our read from the RFP is that E-ZPass customers for the Ohio Turnpike are required to have Automated Replenishment and with Credit Cards only. Please confirm.**

*A#125 The Commission will respond to this question in a subsequent Q&A.*

**Q#126 If the aforementioned question regarding E-ZPass and auto replenishment with credit card is accurate, could Ohio Turnpike please provide clarity on the expected outcome when a credit card is declined from the bank? Do these customers merely move to manual replenishment or is there a different status level?**

*A#126 The Commission will respond to this question in a subsequent Q&A.*

**Q#127 Appendix A Draft CSC E-ZPass and Unpaid Toll Business Rules Business Rule 1017 states that customers may open multiple accounts but cannot open a new account if any one of the opened accounts goes “bad”. Does this “bad” account status only impact newly to be created accounts or does it also impact the status of existing customer accounts tied to the same customer?**

*A#127 The Commission will respond to this question in a subsequent Q&A.*

**Q#128 2.2 Proposed Modernized Customer Service Center. Has any consideration been given to OTIC outsourcing the customer service departmental functions and if so, what is a potential timeline?**

*A#128 The Commission will respond to this question in a subsequent Q&A.*

**Q#129 4.3.5 Discount Plans - Page 30 - Will the rebates for Class 1 vehicles be credited to customer accounts against pre-paid balance or provide the option of cash/check reimbursement?**

*A#129 The Commission will respond to this question in a subsequent Q&A.*

**Q#130 With respect to 4.3.7 Payment Processing on Page 34, please provide an estimated number of checks received monthly as toll payment?**

*A#130 The Commission will respond to this question in a subsequent Q&A.*

**Q#131 Concerning 4.3.9 E-Z Pass Plus Parking on Page 35, please provide a list of parking facilities.**

*A#131 The Commission will respond to this question in a subsequent Q&A.*

**Q#132 Can OTIC provide some granularity to the business rules surrounding processing and presenting E-Z Pass Plus Parking transactions?**

*A#132 The Commission will respond to this question in a subsequent Q&A.*

**Q#133 Are “future potential regional facilities” anticipated to operate under a similar transaction processing and presentation process as existing E-Z Pass Plus Parking?**

*A#133 The Commission will respond to this question in a subsequent Q&A.*

**Q#134 As it drives BOS capabilities, are you participating in the E-ZPass Plus Program by receiving transactions from linked Parking facilities or are you a Regional Host under E-ZPass Plus?**

*A#134 The Commission will respond to this question in a subsequent Q&A.*

**Q#135 Section 5.7 identifies that the IVR is to be provided by Cincinnati Bell Telephone System (CBTS) and that OTIC currently uses the Next Generation Telephone System for its call center. Research on this system identifies that the Ohio Department of Administrative Services website has a frequently asked question document related to the implementation of NGTS by CBTS and that it states that web chat functionality is available from NGTS. Given that the NGTS has a suite of developed reports on all customer contact via phone, would OTIC prefer to have all customer contacts via web and phone available on pre-built reports that are part of the NGTS implementation? If so, would OTIC consider using the NGTS for web chat?**

*A#135 The Commission will respond to this question in a subsequent Q&A.*

**Q#136 Please confirm that OTIC requires the CSCC reports, dashboards and analytics functionality to include data from the NGTS and Unpaid Toll Service provider's contact center system (e.g. ACD and IVR)?**

*A#16 The Commission will respond to this question in a subsequent Q&A.*

**Q#137 Will all NGTS data and statistics (live and historical) for customer contacts via phone be made available for importing into the reporting system so that comprehensive analytics, dashboards and reports (specifically the CSR Communication Activity Report) can be created? If yes, please identify the mechanism (copy of database backup/API interface, when sample stats are available for development, timing for regular updates during daily operations, etc.) for obtaining this data during the development and operations phases of the contract.**

*A#137 The Commission will respond to this question in a subsequent Q&A.*

**Q#138 Will all Unpaid Toll Service Provider contact center data and statistics (live and historical) for customer contacts via phone be made available for importing into the reporting system so that comprehensive analytics, dashboards and reports (specifically the CSR Communication Activity Report) can be created? If yes, please identify the mechanism (copy of database backup/API interface, when sample stats are available for development, timing for regular updates during daily operations, etc.) for obtaining this data during the development and operations phases of the contract.**

*A#138 The Commission will respond to this question in a subsequent Q&A.*

**Q#139 Please identify the COTS CRM products that the NGTS has been certified with so that we can propose a solution that allows best practices such as screen pops to be utilized.**

*A#139 The Commission will respond to this question in a subsequent Q&A.*

**Q#140 Please confirm that OTIC expects that CSC System to interface with primary and disaster recovery sites for the NGTS.**

*A#140 The Commission will respond to this question in a subsequent Q&A.*

**Q#141 Please confirm that OTIC expects that CSC System to interface with primary and disaster recovery sites for the Unpaid Toll Service Provider's contact center system.**

*A#141 The Commission will respond to this question in a subsequent Q&A.*

**Q#142 We have contacted Hyland to engage with their professional services team with the view of using Hyland as a subcontractor for integrating our CSC System application with the OnBase System. However Hyland referred us to the existing vendor providing this system to OTIC and stated that any discussions would have to go through OTIC. Would OTIC be able to provide direction to the incumbent so that potential bidders can engage in commercial discussions with a view to using this organization as a subcontractor to their bid?**

*A#142 The Commission will respond to this question in a subsequent Q&A.*

**Q#143 If the Hyland OnBase system is to be used for customer correspondence, there is a chance that some of this may contain credit card data. Is the Hyland OnBase application and environment PCI certified? If the Hyland OnBase application and environment is not PCI certified, please confirm that OTIC will be responsible for making this PCI certified?**

*A#143 The Commission will respond to this question in a subsequent Q&A.*

**Q#144 We have contacted OTIC's merchant services provider to engage with their professional services team with the view of using them as a subcontractor for payment processing functions within our CSCC application. However OTIC's vendor stated that any discussions would have to go through OTIC. Would you be able to provide direction to the incumbent so that we can engage directly in commercial discussions with a view to using this organization as a subcontractor to our bid.**

*A#144 The Commission will respond to this question in a subsequent Q&A.*

**Q#145 In phase 1, does OTIC anticipate receiving check or money order payments via mail? If yes, please confirm the operational concept for how these will be received, processed and entered into the CSCC.**

*A#145 The Commission will respond to this question in a subsequent Q&A.*

**Q#146 We assume OTIC expects to handle through the provided solution the situation where a customer places a credit card number on correspondence to ensure PCI compliance. Is this a correct assumption?**

*A#146 The Commission will respond to this question in a subsequent Q&A.*

**Q#147 Exhibit D identifies volumes for 2022 which is after Phase 2 has gone live. During phase 1 please identify the volume of checks/money orders that will be expected to be received and processed, and by which organization.**

*A#147 The Commission will respond to this question in a subsequent Q&A.*

**Q#148 During phase 2 will all checks/money orders be sent to the same location for receiving and processing? Please clarify the operational concept for receiving physical payments for account holders and unpaid toll notices in phase 2.**

*A#148 The Commission will respond to this question in a subsequent Q&A.*

**Q#149 Exhibit D identifies that there will be 196,000 1st Violation Unpaid Toll Notices and that only 12,000 of these will be unpaid (BMV Hold notices). This equates to approximately 15,333 payments received per month. Assuming 50% pay on-line this means that more than 7600 payments would be received per month (or 350 per day) via mail. Please clarify where these checks would be received and processed, and by which organization.**

*A#149 The Commission will respond to this question in a subsequent Q&A.*

**Q#150 In OTIC's CSC Q&A #1, the answer to Q#14 identifies the size and quantity of images that will be used for phase 1. However this system was installed several years ago and these cameras could be phased out as part of the new TSC. We have recently seen newer roadside systems with larger image sizes (>3MB per image) due**



**to higher resolution, color cameras being installed. If we use the smaller sizes of the phase 1 system in our storage sizing and the new TSC implements these newer cameras the new CSCS provided as part of this RFP will need to be changed as part of phase 2 to accommodate larger images. To ensure we provision sufficient storage for phase 2, can OTIC please provide clarity on the expected image size for the phase 2 TCS that will be implemented in the future?**

*A#150 The Commission will respond to this question in a subsequent Q&A.*

**Q#151 Typically tolling CSC System include a staging/test environment so that changes can be verified by operations before being deployed to the production and DR environments. In larger systems there is also a training environment that is separate from this staging/test environments. Please can OTIC confirm how many environments will need to be provided in addition to the production and DR sites?**

*A#151 The Commission will respond to this question in a subsequent Q&A.*

**Q#152 Please can OTIC identify if there are test environments for the systems that are external to the CSC System? If yes, will any staging/test environment be able to connect to these environments so that interface testing can be completed and verified by OTIC and its operations subcontractors before changes are deployed to production/DR environments?**

*A#152 The Commission will respond to this question in a subsequent Q&A.*

**Q#153 Section 5.5.1 identifies that the user count is based on concurrent users (25 for phase 1 and 100 for phase 2). However, COTS CRM and ERP applications are licensed based on named user counts. To ensure that all vendors price in the same number of licenses and OTIC can evaluate like bids, please can OTIC identify how many named users shall be licensed for any CRM and ERP applications during phase 1 and phase 2?**

*A#153 The Commission will respond to this question in a subsequent Q&A.*

**Q#154 We respectfully request a two-week to the current submittal deadline of August 31, 2018.**

*A#154 The Commission will respond to this question in a subsequent Q&A.*

**Q#155** May bidders condense the 30 project milestones for phase 2 to something more appropriate to the size and scope, such as 7 to 10 so that the project milestones can be streamlined for greater efficiency?

*A#155 The Commission will respond to this question in a subsequent Q&A.*

**Q#156** It should be noted that the cost for an out of state vehicle registration address lookup can vary greatly. It can vary depending upon: 1) the state, 2) if the lookup is done directly with a state or thru a third-party lookup service, 3) if the state or third-party service charges per request or per hit or 4) if the lookup is for a toll violation versus an all-electronic toll. Please clarify how a single unit cost is to be derived? Note: It might be beneficial to OTIC to request unit costs for each of the neighboring states with estimated volumes provided for each.

*A#156 The Commission will respond to this question in a subsequent Q&A.*

**Q#157** Please confirm that Year 1 and future years Pass Through costs will be reimbursed to the Contractor based on actual expenditures and not on some type of COLA adjustment. If not, please clarify.

*A#157 The Commission will respond to this question in a subsequent Q&A.*

**Q#158** It is unclear who is responsible for providing the desktop equipment that will be used by OTIC staff to access the CSC System. Please confirm that OTIC will be responsible for providing the desktop computers and local area printers. If the CSC System contractor is to provide them, please provide quantity of desktop computers and printers as well as minimum specifications (i.e. CPU speed, monitor size, printing capacity, B&W vs color, etc.).

*A#158 The Commission will respond to this question in a subsequent Q&A.*

**Q#159** It is unclear who is responsible for providing the terminals that the UTP Service vendor will use to perform manual image review on the CSC System. Please confirm that the UTP Service contractor will be responsible for providing the manual image review terminals. If the CSC System contractor is responsible, please provide the estimated quantity of terminals.

*A#159 The Commission will respond to this question in a subsequent Q&A.*

**Q#160** Please confirm that OTIC, as part of the arrangement with CBTS, will continue to acquire telephone handsets and headsets for OTIC personnel. If this is incorrect

**and the CSC System contractor is responsible for providing telephone handsets and headsets, please provide estimated quantity and general specifications.**

*A#160 The Commission will respond to this question in a subsequent Q&A.*

**Q#161 Please identify the OTIC ERP system, Interface Control Design (ICD), mode of interaction, frequency and size of the data feed. Also, does the interface require a dedicated network circuit or a VPN tunnel over internet would suffice.**

*A#161 The Commission will respond to this question in a subsequent Q&A.*

**Q#162 The OTIC logical network diagram depicts a Fiber Ethernet Network that connects Plazas to the current datacenters. Can we assume that the Fiber Ethernet Network will stay in place with new CSC contractor taking the responsibility for establishing high speed connection from the new datacenters to this Fiber Ethernet Network?**

*A#162 The Commission will respond to this question in a subsequent Q&A.*