



**OHIO TURNPIKE AND
INFRASTRUCTURE COMMISSION**

ADDENDUM NO. 1
ISSUED MAY 14, 2026

to

RFI NO. 10-2026
**FOR A VENDOR TO PROVIDE MYSTERY SHOPPER BUSINESS EVALUATIONS AT OHIO
TURNPIKE SERVICE PLAZAS**

RESPONSE DUE DATE: 5:00 P.M. (EASTERN TIME) JUNE 12, 2026

ATTENTION OF RESPONDENTS IS DIRECTED TO:

ANSWERS TO QUESTIONS RECEIVED THROUGH 5:00 P.M. ON MAY 13, 2026:

Issued by the Ohio Turnpike and Infrastructure Commission through Aimee W. Lane, Esq, Director of Contracts Administration.

Aimee W. Lane

Aimee W. Lane, Esq.,
Director of Contracts Administration

May 14, 2026
Date

ANSWERS TO QUESTIONS RECEIVED THROUGH 5:00 P.M. ON MAY 13, 2026:

Q#1 Is the program one set of shops or an ongoing program, for example monthly or quarterly?

A#1 The Commission anticipates 2 waves of shops in a 12-month period.

Please note that respondents will be responsible for any toll charges accrued. However, public road access is available to all fourteen locations.

Q#2 Will the shopper shop each amenity and service, and revenue generating area for each plaza?

A#2 The primary focus should be on the food and retail concessions with comments on facility and property conditions as well as interactions with any Commission staff at information desk, if available.

Fueling conditions and experiences may also be noted but are not the primary focus.

Q#3 Will a purchase be required at each revenue generating location?

A#3 A food and/or retail purchase is required to evaluate the customer experience.

Q#4 How many shops per plaza will be conducted during each month or round of shops?

A#4 Respondents should specify the number of participants (shoppers) in each of the 2 waves as well as what types of reports and recommendations will be provided to the Commission as a result of these shops.

Q#5 What is the total number of shops needed?

A#5 The Commission requests the respondent to make the recommendation for the appropriate number of shops for each location to generate an objective assessment. It is the Commission's non-expert opinion that 75 participants independently shop the various locations two times per 12-month interval.

The Commission operates seven sets of plazas (SPs), fourteen properties in total. 7 Plazas serve eastbound traffic, and 7 plazas serve westbound traffic. Shops may be combined for each set into one evaluation (SP-1, SP-3, SP-4, SP-5, SP-6, SP-7, SP-8; there is no longer an SP-2).

Q#6 May shoppers visit at any time, or are their time restrictions for the shops?

A#6 Service Plazas are open 24-hours per day. Overnight concession operations require only one concession to be open. However peak times are from 6:30AM to 8:00AM, 11:30AM to 1:30PM and 4:00PM to 6:00PM. A sampling of various daypart shops would be recommended.

Q#7 Have you performed this type of measurement before?

- **If yes, can you share what you found helpful from that measurement, and what you'd like changed?**

A#7 No, the Commission has not performed this type of measurement before. We look forward to expert input and feedback on our operations to assess areas for potential improvement.

Q#8 Will the shopper need to experience and report on every vendor located within each service plaza that requires a transaction (all food service, QSR, C-Store, Fuel, vending, arcade, Gift shop, charging stations)?

- **If yes, do you expect brand-specific assessments at all food/QSR locations?**

A#8 No, shoppers will not need to experience and report on every vendor located within each service plaza. Instead, we're looking to see a varied cross-section sampling a realm of offerings from a variety of choices within the plazas.

Q#9 Are you expecting assessments of the Trucker services provided at each service plaza?

A#9 No. We are not expecting assessments of the Trucker services provided at each plaza individually. General observations would be acceptable but not required.

Q#10 Is there an anticipated contract agreement length for the selected vendor?

A#10 The anticipated contract agreement length would initially be one 12-month term with the option to extend for an additional two (2), 6-month terms.

Q#11 Is there an initial idea of how frequently you'd want these measurements to take place?

A#11 The Commission anticipates 2 waves of shops in a 12-month period. The Commission requests the respondent to make the recommendation for the appropriate number of shops within each of the waves that would gauge satisfactory results in providing a consistent, unbiased pulse of the customer experience within the plazas.