



**OHIO TURNPIKE AND  
INFRASTRUCTURE COMMISSION**

**ADDENDUM NO. 2**  
**ISSUED JUNE 5, 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 JUNE 3, 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

June 5, 2026  
Date

**ANSWERS TO QUESTIONS RECEIVED THROUGH 5:00 P.M. ON JUNE 3, 2026:**

**Q#12 While analyzing every potential vendor, I noticed four instances of a service area marked that they have a plaza store, but the plaza store isn't listed in the "revenue generating plaza operations". Could you clarify whether or not these exist? (list below)**

<b>Location</b>	<b>Vendor</b>	<b>Comments</b>
Indian Meadow	Plaza Store	Checked off on amenities but NOT LISTED in "revenue generating plaza operations"
Tiffin River	Plaza Store	Checked off on amenities but NOT LISTED in "revenue generating plaza operations"
Mahoning Valley	Plaza Store	Checked off on amenities but NOT LISTED in "revenue generating plaza operations"
Glacier Hills	Plaza Store	Checked off on amenities but NOT LISTED in "revenue generating plaza operations"

*A#12 For above mentioned Service Plazas, plaza stores are listed in Revenue Generating Plaza Operations sections as 7-Eleven Convenience Stores operated by 7-Eleven.*

**Q#13 When you mention that respondents are responsible for any toll charges accrued, are you suggesting that any tolls incurred during the mystery shop customer journey will not be reimbursed if itemized?**

*A#13 Any toll charges incurred as part of the mystery shop customer journey are considered the responsibility of the respondent and should be included in the respondent's overall pricing proposal. Toll expenses will not be reimbursed separately, even if itemized.*

**Q#14 You mention that public road access is available to all 14 locations. To clarify, public road meaning a non-toll road is available to all locations? If so, are there any specific access requirements to use those non-toll public road access points?**

*A#14 Public, non-toll roads, are available at all Service Plaza locations and give access to Service Plaza employee parking lots, acting as a non-tolled access points to the Service Plaza with no special access requirements.*

**Q#15 The RFI states that the vendor will be required to be insured and bonded. It also states that the vendor may propose a different business arrangement as long as Commission approval is received. Would the Commission consider waiving the requirement that the vendor be bonded?**

*A#15 Yes. The Commission would consider waiving the bonding requirement for this contract.*

**Q#16** In reviewing the RFP, there are some aspects of the work the Commission desires that may be better suited for an intercept survey methodology where the research firm would intercept service plaza customers and have them participate in a survey about their experiences with the various goods they purchased or the amenities they used at each survey plaza. Could the Commission please clarify its goals for the information that results from the research?

*A#16 The Commission envisions multiple shops per location over an extended period of time. Therefore, prefers a mystery or secret shopper program vs. an intercept survey. The goal is to improve the customer experience with concessions at the service plazas as well as identify specific areas of improvements and assessing whether they are specific to the plazas or industry wide issues (e.g. greetings, speed of service, customer service, available menu options/variety, facility conditions, prices, value, does food or retail purchase and experience match what is available at an off-turnpike location, etc.)*

**Q#17** Would the Commission consider an intercept survey methodology as an alternative to the mystery shopping methodology if proposers can sufficiently explain why a particular methodology would better serve the Commission's clarified needs?

*A#17 The Commission would consider an intercept survey as part of a broader survey or shopper methodology.*

**END OF ADDENDUM NO. 2**