



**OHIO TURNPIKE AND
INFRASTRUCTURE COMMISSION**

ADDENDUM NO. 2
ISSUED JANUARY 15, 2021

RFP NO. 11-2020
TO PROVIDE IMAGE REVIEW SERVICES
ISSUED: DECEMBER 1, 2020

INQUIRY END DATE:
5:00 P.M. (Eastern), on January 13, 2021

OPENING DATE:
5:00 P.M. (Eastern), February 12, 2021

ATTENTION OF RESPONDENTS IS DIRECTED TO:

QUESTIONS RECEIVED THROUGH 5:00 PM ON JANUARY 13, 2021

Issued by the Ohio Turnpike and Infrastructure Commission through Jennifer L. Stueber, Esq., General Counsel.

Jennifer L. Stueber, Esq.
General Counsel

January 15, 2021

Date

ANSWERS TO QUESTIONS RECEIVED THROUGH 5:00 PM ON JANUARY 13, 2021:

Q#9 Would the Commission kindly provide screen shots of the Image Review Module which show what the Manual Image Review person will see when reviewing images?

A#9 The design and implementation of the Image Review Module of the CSC System has not yet commenced. The Commission will request the CSC System Integrator to provide preliminary screen shots of an existing product which will be made available if received before the proposal due date.

UPDATE: A preliminary Screen Shot of the Image Review Module (subject to change) has been provided after the questions in this Addendum.

Q#10 Would the Commission please provide samples of the end-of-day, weekly, monthly, etc. reports that will be available from the Image Review Module?

A#10 The design and implementation of the Image Review Module of the CSC System has not yet commenced. The Commission will request the CSC System Integrator to provide preliminary reports from an existing product which will be made available if received before the proposal due date. The final reports will be aligned to the Image Review requirements.

UPDATE: A Table of Reports (subject to change), including a description of the report, has been provided after the questions in this Addendum.

Q#25 Please provide the exact location in Appendix C “Image Review Services Contract” where “Contract Effective Date” is defined.

A#25 The contract will be modified upon execution to insert a specific Contract Effective Date. For purposes of the schedule, the assumed Contract Effective Date is 7/1/21. Sample Schedule Assumptions are attached after the questions in this Addendum. The dates shown therein are subject to revision as the project progresses.

Q#26 Are all document submissions included in this section required to be submitted prior to OTIC issuing any Notice to Proceed?

A#26 No. NTP2 includes all activities necessary to achieve the Initial and Final Readiness Assessments. The approved Mobilization and Go-Live Plan and associated schedule must detail how the Service Provider will achieve approval of the Initial and Final Readiness Assessments.

Q#27 Earlier NTP sections and timelines indicate NTP1 will be issued “in early 2022.” Is the precedent of Contract Effective Date submittals tied to NTP2 issuance correct? Or do the Mobilization and Go-Live Plan need to be approved prior to issuance of NTP1?

A#27 As stated in 6.1.1.1, "The Mobilization and Go-Live Plan shall be completed and Approved as a condition precedent to the issuance of NTP2 and no later than [March 31,2022 - to be updated as necessary at the time of contract execution]."

Q#28 What is the anticipated timeframe between approval of the Mobilization and Go-Live Plan (estimated as 3/31/2022) and issuance of the Testing NTP (NTP1)?

A#28 For purposes of the schedule, please use the date for NTP1 as 4/15/22. Sample Schedule Assumptions are attached after the questions in this Addendum. The dates shown therein are subject to revision as the project progresses.

Q#29 What is the anticipated timeframe between approval of the Mobilization and Go-Live Plan (estimated as 3/31/2022) and issuance of the Mobilization and Operational NTP (NTP2)?

A#29 For purposes of preparing the schedule, please use the date for NTP1 as 4/15/22 and 6/3/22 for NTP2. Sample Schedule Assumptions are attached after the questions in this Addendum. The dates shown therein are subject to revision as the project progresses.

Q#30 If NTP2 is anticipated to be issued around 3/31/2022 and NTP1 is anticipated to be issued in early 2022, is there a possibility that NTP1 and NTP2 work will overlap and be performed in parallel?

A#30 Yes, based on current assumptions, the Testing Services could overlap with the necessary tasks to achieve the Initial Readiness Assessment. Sample Schedule Assumptions are attached after the questions in this Addendum. The dates shown therein are subject to revision as the project progresses.

Q#31 Should the Proposers Schedule show “Contract Effective Date” as 5/17/2021, based on the Commission Meeting Date? If not, what is the start date of the Pre-NTP1 “Mobilization and Go-Live Plan” Phase.

A#31 For purposes of preparing the schedule, assume 7/1/21 as the Contract Effective Date. Sample Schedule Assumptions are attached after the questions in this Addendum. The dates shown therein are subject to revision as the project progresses.

Q#32 If the Contract Effective Date is 5/17/2021, and draft Mobilization and Go-Live Plan are due 90 days after the Contract Effective Date (8/15/2021), what work is occurring between submission of these plans and approval of the plans by 3/31/2022 (228 cd)?

A#32 Other than approval of the Go-Live Plan there is no other work currently on the work plan during this period. The Commission may decide to seek input from the IR Service Provider during the design process.

Q#33 For schedule development purposes, what date should Proposer use as the “anticipated commencement of Testing Services” so we can calculate an anticipated NTP1.

A#33 For purposes of preparing the schedule, assume 6/1/22 as a potential start date to commence Testing Services. Sample Schedule Assumptions are attached after the questions in this Addendum. The dates shown therein are subject to revision as the project progresses.

Q#34 For schedule development purposes, what date should Proposer use for NTP1, so we can calculate the “anticipated commencement of Testing Services.”

A#34 See response to Q#28.

Q#35 For uniformity across all bidders in development of the Proposal Schedule, please define a specific working or calendar day duration for OTIC document review times.

A#35 The Commission will typically require 10 business days for all document reviews. Shorter durations may be allowed on a case-by-case basis based on the deliverable and the version submitted.

Q#36 For uniformity across all bidders in development of the Proposal Schedule, please define a minimum number of anticipated document review cycles.

A#36 The Commission will, at minimum, require a Draft and Final version for review prior to approval. An incomplete submittal or any new content incorporated after the Draft version will necessitate additional reviews.

Q#37 * Initial and Final Readiness Assessments... The Initial Readiness Assessment must be certified in writing by the Commission’s Project Manager as complete one week prior to the Start-up Date and the Final Readiness Assessment must be certified in writing as complete by the Commission’s Project Manager two weeks period to the Go-Live Date. Should “period” be “prior”?

A#37 Yes, "period" should be "prior".

Q#38 Would the Commission consider capping the KPIs?

A#38 The Commission is willing to cap the Liquidated Damages associated with the KPIs at the IR Service Provider’s monthly fee for the month in which the KPIs were missed with the exception of IR-01 and IR-02 which must be completed to initiate services. The Contract will be modified to incorporate this change with the selected IR Service Provider.

Q#41 Is there a timeframe for the Commission to submit review comments of the Mobilization and Go-Live Plan to Contractor? Is there a timeframe for the Commission to submit review comments of the Mobilization and Go-Live Plan to Contractor?

A#41 See responses to Q#35 and Q#36.

Q#54 Part 1, Project Purpose, Page 3 - This section includes direction that Respondent shall “adhere to all PCI compliance standards”; however, PCI. Is not referenced anywhere else in the

document. Please describe the use cases where respondent is expected to process, store, or transmit payment card information as part of this project.

A#54 The fifth bullet in Project Purpose of Part I on Page 3 of the RFP with reference to PCI compliance shown below is hereby struck from the RFP:

- Adhere to all PCI compliance standards, PII data protection, auditing and related performance reporting

And is replaced with the following:

- Adhere to all security requirements as outlined in Section 5.3 of the Functional Requirements and Sections 11.6 and 12 of the Contract.

Q#56 Appendix A, Item 2.1.2 Training on Image Review Module, Page 8 - Item 2.1.2 appears to conflict with Item 4.1.1 on page 10. Item 2.1.2 states that “initial training will occur during the Mobilization period and will also be the opportunity to “train-the-trainer”. The very next paragraph directs the Bidder to Image Review Testing Services – is this what the Commission was referring to?

A#56 It is currently expected that training would be available approximately 30 days prior to the Initial Image Review Period.

Q#57 Appendix A, Item 4.2, Page 11 - Section 4.2 of Appendix A states that a percentage of manually reviewed images will be re-introduced into the image review queue at random to provide for double-blind manual image reviews. Is it correct that each time a transaction is presented to staff, that specific transaction will only need to be data entered once (i.e., not every transaction will require double-blind entry)?

A#57 See response to Q#13.

Q#58 Will plate type be required to be recorded for all plate transactions, or only for specific states designated by the Commission?

A#58 The design has not been completed. It is likely that the system will have a drop-down menu by state to select plate type. Plate types will only be required in states which is it necessary to identify the owner of the vehicle.

Q#61 The RFP indicates that Commission/TransCore will be providing “Training Manuals” related to the Image Review Module. Will the Image Review SP be required to a sign non-disclosure agreement? If so, will this be by Account management or will each participant be expected to sign an NDA to secure permission/access to the system?

A#61 It is expected that any person that is accessing the system will be required to sign an Access Form and that the entity may be required to sign an overall NDA.

Q#62 Will the manuals provided be in electronic or hard copy format? If electronic, what software product was used to prepare these manual (so that Respondent can tailor the manuals for our staff?

A#62 It is expected that the training will be in the form of PowerPoints with accompanying Word documents. It is expected that those items could be used as source material to provide their own internal documents. It is likely that recordings of the live training sessions will also be available for future playback.

Q#63 The RFP indicates that the Commission will provide “training” on current Image Review business processes but does not indicate if there are any “documents/procedures” that support the process. Will process training include the Commission providing electronic copies of existing process descriptions and/or SOPs?

A#63 See response to Q#62.

Q#64 Is it permissible and/or preferred to/by the Commission to include non-trade secret text (such as introductory sentences and other context-providing language) within the distinct collection of documents and distinct subsection required by Part XI(a) of the RFP? Or are the documents and subsection to contain exclusively trade secret information?

A#64 Part XI of the RFP provides that information which a Respondent deems a trade secret in connection with a Proposal should be collected and included within a distinct, segregated set of documents, each page of which is stamped as “trade secret asserted.” For clarification, Respondents should not include any “nontrade secret text” with this distinct, segregated set of documents. The Commission will not be making any decisions about whether any information or documentation submitted by a Respondent is trade secret under Ohio law.

Q#65 Would the Commission please provide additional detail about the virtual notarization process? Our authorized signatory is actively social distancing from a remote work location outside of Ohio. Does the Commission’s offer to provide virtual notarization services require our signatory to be in physical proximity with a witness or other notarization party?

A#65 Upon receipt of a request for online notary services, the Commission sends email correspondence to the requestor outlining the process and required information. A sample of the email correspondence “Online Notary Services Form E-mail” is attached after the questions to this Addendum.

Q#66 Would the Commission please confirm that page dividers, tabs or other proposal section separators are excluded from the page count limits?

A#66 Yes, page dividers, tabs or other section separators are excluded from the 75-page limit and will not be reviewed.

Q#67 This RFP calls for manual image review. There will not be access to customer credit card or financial information. Please confirm that the contractor is not required to adhere to and perform Payment Card Industry (PCI) audits and SSAE SOC2 financial audits. The contractor understands that it will be responsible for protecting personal information (PII) relative to license plate information.

A#67 See response to Q#54.

Q#68 The original question #11 may have been misinterpreted by the Commission. The question pertained to the expectations of the Image Review module and not the speed of the Image Review Service Provider.

What is the average throughput (images per hour) that the Commission is requiring from the Image Review Module contractor? This would take into account screen design, screen refresh rate, keyboard layout/shortcuts, etc.

The throughput capability of the Image Review Module is necessary to determine the number of image reviewers needed.

A#68 A preliminary Screen Shot of the Image Review Module (subject to change) has been provided after the questions in this Addendum. All four (4) fields need to be selected – Country, State, Plate Number, Plate Type. Users can tab between each of the four (4) fields. There are shortcuts to select drop downs in each field. The dropdown lists by default when selected, if you type a letter, the selection will automatically jump to the first occurrence of a record inside the list that starts with that letter. The Integrity Image Review Module is expected to respond within 1 second after the “accept” button is pressed to load the next image.

Q#69 To help us conform to the file size limits, would the Commission please allow us to provide a hyperlink/URL to our publicly available financial statements in lieu of including the several hundred pages of statement content in the Technical Proposal volume?

A#69 Yes, this is acceptable.

Q#70 Please confirm that the selected vendor cannot use any sub-contractors for provision of Image Review Services?

A#70 No subcontractors are allowed on this contract.

Q#71 Are you firm that you need the selected vendor to provide Image Review services only from United States? Are there any more location restrictions?

A#71 The IR services must be provided from within the United States.

RE: Q#65 – Online Notary Services Form E-mail

Dear _____,

I am in receipt of your request for online notary services. Before we can begin the process, I need to determine whether you are eligible for a remote notarial act as you will need to go through an identification verification process that you must pass in order for the notarial act to occur. Please note, the identification verification is not performed by the Ohio Turnpike and Infrastructure Commission, but rather, a third-party company that specializes in identification verification.

As part of the verification process, you will be required to answer at least five questions that only you as the signer knows the answers to. You must answer four or more questions correctly within two minutes. You will only get two tries per 24 to 48 hours for identification verification. If you fail twice, you will have to wait 24 to 48 hours to try again.

To determine if you are eligible to move to the next step in the verification process, please answer the following questions with either “Yes” or “No” (*Note - by answering these questions it does not guarantee that you will pass the identification verification as you will need to correctly answer the questions which will be given by the third-party identification verification service*):

1. Are you a U.S. Citizen?
2. Do you have a valid Social Security Number*? (*Please do not provide your Social Security Number)
3. Do you have a U.S. Driver’s License?
4. Do you have a credit history? (If yes, make sure your credit reports are not locked. If your credit report is locked, you will not pass the identification process)
5. Do you have a valid U.S. mobile phone number? (Please note VOIP, Google Voice, cable provided lines, etc., are not accepted. It must be an actual mobile number from a mobile provider)

For the identification credential analysis** you will need to provide your U.S. State issued Driver’s License or State issued identification card during the identification verification process. If you do not have a state issued Driver’s License or State issued photo ID you will not be able to get your documents remotely notarized.

**Credential analysis is the process by which each signer takes a picture of the front side of their Driver’s License or their State ID, the back side of their Driver’s License or their State ID, and then also takes a face picture, and the system will perform basic analysis of those images. The process is very straightforward as long as the signer(s) follows some simple rules.

Credential Analysis Rules:

- Images **MUST** be in landscape orientation.
- Images **MUST** be in focus with good lighting.

- Images **MUST** be taken as straight as possible, and not at an angle.
- No flash hot spots.
- For face pictures - Attempts facial recognition:
 - Get as close as possible;
 - No glasses;
 - Good lighting; and
 - Look straight into the camera, and no angle shots from above or below.

If any of the rules above are not followed, the likelihood of passing is significantly less. For the face picture it attempts to do facial recognition, and any obstructions such as glasses may prevent it from properly identifying a face.

In addition, you will need a camera and microphone. Below are the prerequisites for the camera and microphone:

(Note - if the following are not properly installed or working, then the device will not be able to connect to and/or access the camera or microphone. If they are not functioning, then you or your company's computer professional must resolve the issue as I will not provide technical support.)

- High speed broadband with all network and devices properly configured.
- If using Windows the latest Google Chrome or Firefox browser is required. Supported Browsers.
- If using Mac the latest Safari browser is required; however, in some cases Chrome or Firefox may also work. (Click for Supported Browsers)
- If using Android devices, the latest Google Chrome browser is required.
- If using iPhone or iPad **MUST** be IOS 11 or higher using latest Safari is required. (Click for Supported Browsers)
- The device **MUST** have a camera.
- The device **MUST** have a microphone.
- The camera's drivers must be properly installed and working properly.
- The microphone's drivers must be properly installed and working properly.
- Both the camera and microphone have been used before.
- Make sure no other application is accessing or using the camera and microphone. For example, if you have Skype running in the background or other similar applications, it is possible that it

has taken ownership of the camera and microphone as can any other application, and if that's the case then another application such as Chrome or Firefox will be denied access to it because, in most cases, only one application is permitted to own the camera and microphone.

- Make sure that you are **NOT** connected to any VPN's either from the browsers or with any connections. Some browsers now offer VPN connections for anonymity that will affect the streaming and affect the connection.

If you wish to proceed with the online notarial act or have any questions, please contact me at (440) 971-2026 between the hours of 7:30 a.m. to 4:00 p.m. EDT, or by email, to schedule an appointment.

RE: Q#9 and Q#68 – Screen Shot of Image Review Module

IMAGE REVIEW

John Doe

LICENSE PLATE REVIEW

INITIAL REVIEW | OCR RESULTS

Date: 11/02/2020 09:30:58.048




Detection ID: 637399062580484394

Zone: [Empty]

Detection Point: [Empty]

Lane: 1

Simulation: 637399062580484394
Capture Time: 1/8/2021 1:03:23 PM
Plate: [Empty]



No ROI

Country: US | State: NY | Plate Number: [Empty] | Plate Type: Passenger Car/Vanity (including organizational)

ACCEPT | REJECT | ESCALATE | PREVIOUS | QUIT

RE: Q#10 – Table of Reports

Report name	Description
Image Activity by Location	Displays images processed, accepted, and rejected by toll location.
Image Audit	Displays performance audit results for either all reviewers or one reviewer, as well as audit results for the “Backend Process,” i.e., the automated results of the ALPR system. Results are measured in terms of images reviewed which passed or did not pass the auditor review.
Image Audit Discrepancy	Displays the summary results of the initial image review with the final image review along with the auditor’s results when the auditor determines that the final image review was incorrect.
Image Detail	Displays detailed image information per Transaction.
Image Rejected	Displays the images rejected by rejection reason for each image reviewer, sorted by reviewer name. This report can be used to troubleshoot issues surrounding images that cannot be reviewed by users and identify solutions to minimize or eliminate such an occurrence.
Image Rejected Detail	Displays the number of rejected images, the image reviewer name, review type, review date, rejection reason, location, and date/time.
Image Rejected by Toll Zone	Displays the rejection reasons along with the image details grouped by Toll Zone and broken down by image/detection type (front, rear, or overview).
Image Review Status Summary	Displays the image status summary for either all reviewers or for a specific reviewer.
Review Operator Performance	Displays reviewer performance in terms of images reviewed and images rejected or escalated and sent to the Supervisor Review queue for additional review.

RE: Q’s#25, 28, 29, 30, 31, and 33 – Sample Schedule Assumptions

Image Review SP Schedule Assumptions
for preparation of RFP response only

Activity	Estimated Start	Estimated Completion	Notes
Contract Effective Date		7/1/2021	
Draft Go-Live Plan		9/29/2021	
Approval of Go-Live Plan	9/29/2021	3/31/2022	
NTP1		4/15/2022	Approx. 45 days prior to Commence Testing Services
Commence Testing Services	6/1/2022	10/31/2022	Anticipate first Witness Tests to begin early in process, final dates TBD
NTP2		6/3/2022	Approx. six months before Start-up Date
Initial Readiness Assessment Approval		11/24/2022	1 week before Start-up
Start-up Date		12/1/2022	Approx. 4 months before Go-Live
Initial Image Review Period	12/1/2022	3/20/2023	Approx. 4 months
Final Readiness Assessment		3/6/2023	2 weeks before Go-Live
Go-Live Date		3/20/2023	

End of Addendum No. 2