



**OHIO TURNPIKE AND
INFRASTRUCTURE COMMISSION**

ADDENDUM NO. 1
ISSUED OCTOBER 30, 2020

to

RFP NO. 7-2020
**FOR FOOD AND RETAIL CONCESSIONS OPERATIONS AT THE
PORTAGE AND BRADY'S LEAP SERVICE PLAZAS**

PROPOSAL DUE DATE: 5:00 P.M. (EASTERN TIME), DECEMBER 4, 2020

ATTENTION OF RESPONDENTS IS DIRECTED TO:
ANSWERS TO QUESTIONS RECEIVED THROUGH 5:00 PM ON OCTOBER 16, 2020

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

Jennifer L. Stueber, Esq.,
General Counsel

October 30, 2020

Date

ANSWERS TO QUESTIONS RECEIVED THROUGH 5:00 P.M. ON OCTOBER 16, 2020:

Q#1 How long does the current operator of the retail store (Unit 5) have left on their contract?

A#1 7-Eleven has a temporary use Agreement for Unit 5 at the Portage and Brady's Leap Service Plazas expiring December 1, 2020, and month-to-month thereafter with a 30-day termination clause.

Q#2 Vending (operations)- Are they included in the Food & Retail Concessions?

A#2 No, vending machines throughout the Service Plaza(s) are under a separate agreement already in place.

Q#3 Roof Exhaust Hoods- concession operators install hood exhausts on roof?

A#3 Yes, hood exhausts from restaurants are on the roof.

Q#4 Highway Signage- How's this handled?

A#4 Highway signage is initially installed by the Commission upon receipt of digital art from the Operator. Any updates thereafter would be the responsibility of the Operator.

Q#5 What is the process to get signs installed on the Turnpike?

A#5 See Appendix C, Contract for Food and Retail Concession Operations, Article 15, Signs; Advertising at Paragraph 15.1, which reads, in part: "The Commission will fabricate and install signs on the mainline roadway advising of the services available at the Plazas. The Operator must provide branded logos in a high definition .pdf or .eps format for fabrication of mainline signs and the back-lit monument signs at each Service Plaza. The Operator shall be responsible for the fabrication and installation of all interior signage, with prior Commission review and approval. The Operator shall be responsible for the cost of the replacement of signs due to deteriorated condition, updated logos, normal wear and weathering, damage, brand conversion or at the reasonable request of the Commission during the term of the Contract. Any additional exterior identification signage shall require the Commission's prior written approval."

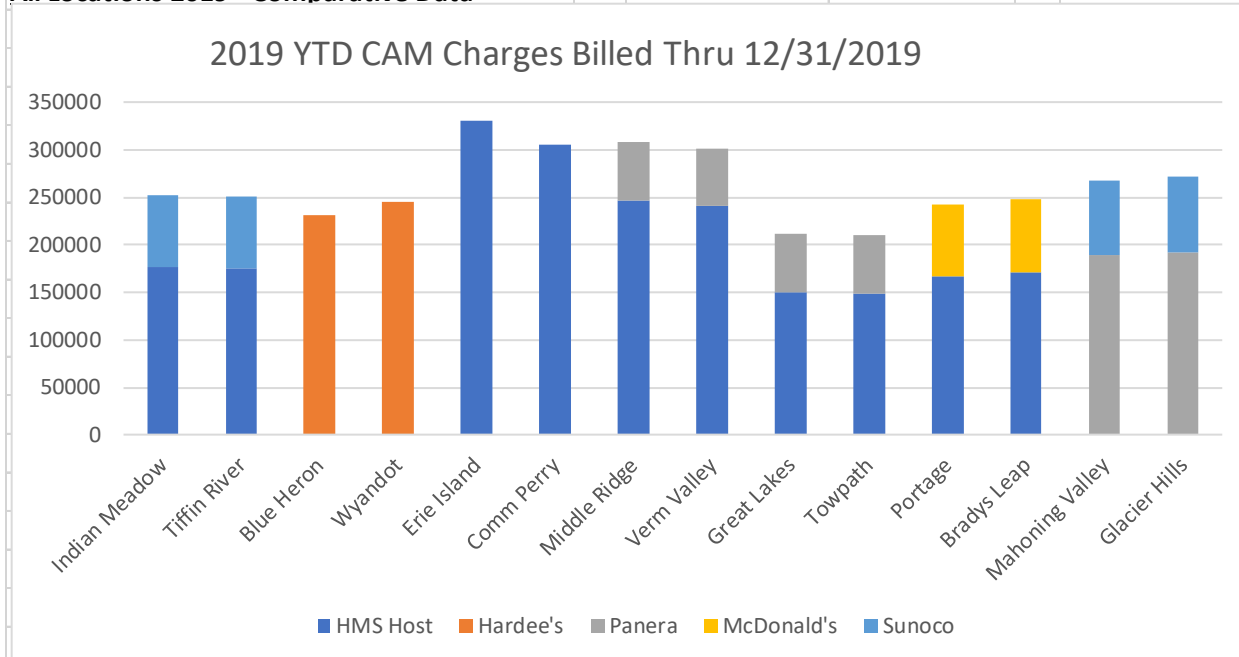
Q#6 Pg. 1, Common Area Maintenance / CAM Charges

- a. Please provide a 3-year history of the amounts the current contractor has been required to pay, preferably by month.

A#6

CAM Charges for Portage and Brady's Leap Service Plazas 2017 - 2019							
	<u>2017</u>			<u>2018</u>			<u>2019</u>
	<u>Brady's Leap</u>	<u>Portage</u>		<u>Brady's Leap</u>	<u>Portage</u>		<u>Brady's Leap</u> <u>Portage</u>
Jan	17,458.62	16,938.81		17200.66	16647.77		18459.65 18317.51
Feb	28,085.70	27,485.71		24122.23	23330.26		24303.58 23386.45
Mar	17,335.44	16,520.87		22803.07	21871.57		22438.69 21650.82
Apr	16,881.41	16,118.65		17754.76	17015.88		18676.61 17971.18
May	27,861.03	27,829.52		25164.38	24004.34		26012.35 24852.42
June	17,252.78	16,854.80		18797.37	18188.65		18741.48 17980.00
July	18,192.68	17,790.84		20114.22	19341.9		19355.36 18946.23
Aug	28,986.04	28,636.56		26751.07	26358.91		24413.75 24301.08
Sept	17,635.52	17,188.05		18734.04	18330.02		19156.03 18133.59
Oct	17,410.52	16,929.01		19188.66	18241.43		18661.13 18309.72
Nov	24,173.38	23,870.62		26601.96	24376.65		22967.50 22997.99
Dec	16,473.32	16,132.35		17964.54	18707.1		15685.99 15510.31
Total	\$ 247,746.44	\$ 242,295.79		\$ 255,196.96	\$ 246,414.48		\$ 248,872.12 \$242,357.30

All Locations 2019 - Comparative Data



Q#7 Pg. 2, Business Use Internet Access

- a. Please provide the Commission's provider that the new contractor would be required to use.

A#7a. *See Appendix C, Contract for Food and Retail Concession Operations, Article 8, Utilities and Internet Service, at Paragraphs 8.5 and 8.6. The Operator can use any Business Internet provider of their choosing. However, the Commission strongly recommends and encourages the Operator to include the Commission's provider, Agile Networks, when comparing and establishing Business Use Internet plans.*

b. Please provide a 3-year history of the amounts the current contractor has been required to pay, preferably by month.

A#7b. *The Commission does not track or have access to this information (by Vendors only). Operator requirements vary significantly depending on needs for bandwidth as well as service costs depending on location.*

Q#8 Pg. 3, 24-hour Janitorial Services

a. Please provide the name of the current provider of said janitorial services

A#8a. *ADW Janitorial Services is the current provider in good standing with the Commission.*

b. Is this current agreement part of the dining contract or a separate agreement?

A#8b. *Currently, Janitorial Services are a separate agreement. ADW Janitorial Services is under contract with the Commission until January 31, 2023 and has 1 – two-year extension option remaining. The Commission manages this contract. The Operator may continue with the current arrangement whereby 50% of the contracted services are billed back as part of CAM Charge or the Operator may propose to assume janitorial services as part of a Master Concessions Agreement in the future as part of its proposal.*

Q#9 Pg. 10, Site Visit and Tour

a. Please provide the physical address for the Service Plaza located on the southern side of the turnpike

A#9 *Addresses for both plazas are as follows:*

SERVICE PLAZAS 7 (SP-7)	
PORTAGE 9270 Limeridge Road (Plaza #7 North) Mantua, OH 44255 MM 197.0 WB	BRADY'S LEAP 9250 Limeridge Road (Plaza #7 South) Mantua, OH 44255 MM 197.0 EB

Known as Brady's Leap (aka SP-7S), this eastbound Service Plaza is located on the southern side of the Turnpike at milepost 197.0. Its physical location can be further described as being located east of Interchange #193 at milepost 197.0 on the south side of the Ohio Turnpike right-of-way in Portage County, Ohio, State Route 303, approximately 2-1/2 miles east of State Route

44 to Limeridge Road, north on Limeridge Road approximately ½ mile to access road, east on access road approximately ½ mile to plaza. Longitude: 41.242529/Latitude: -81.175409.

Q#10 Appendix A, Item C, Maintenance

- a. Please provide a 3-year history of the utilities the current contractor has paid for utilities.**

A#10 The Operator is responsible to establish all necessary utility service within its area of responsibility (Unit Space). Unit space is metered separately from common space. See Appendix C, Contract for Food and Retail Concession Operations, Article 8, Utilities and Internet Service. The Commission does not track or have access to this information (by Vendors only). The Commission is responsible for the provision of utilities for all of the common areas of the plazas. Fifty percent (50%) of the cost of those (interior common area) utilities are billed back to the Operator as part of CAM Charges. See RFP at Part 1, Background Information, Paragraph C; See Appendix C, Contract for Food and Retail Concession Operations, Paragraph 3.4, Common Area Maintenance Fees.

Q#11 Appendix A, Item G, Hours of Operation

- a. Please provide all hours of operation that were being executed prior to closing.**

A#11a

Peak Season - Memorial Day to Labor Day																							
1812	Portage		Sunday			Monday			Tuesday			Wednesday			Thursday			Friday			Saturday		
	Greens	HMS Host	10A	8P	10	10A	8P	10	10A	8P	10	10A	8P	10	10A	8P	10	10A	8P	10	10A	8P	10
	PZA	HMS Host	10A	9P	11	10A	9P	11	10A	9P	11	10A	9P	11	10A	9P	11	10A	9P	11	10A	9P	11
	Starbucks	HMS Host	6A	11P	17	6A	11P	17	6A	11P	17	6A	11P	17	6A	11P	17	6A	12A	18	6A	12A	18
	McDonalds	McDonalds C	12A	12A	24	12A	12A	24	12A	12A	24	12A	12A	24	12A	12A	24	12A	12A	24	12A	12A	24
	Travel Mart	HMS Host	7A	9P	14	7A	9P	14	7A	9P	14	7A	9P	14	7A	9P	14	7A	9P	14	7A	9P	14
	Total Op. Hours				76			76			76			76			76			77			77
1813	Brady's Leap																						
	Greens	HMS Host	10A	8P	10	10A	8P	10	10A	8P	10	10A	8P	10	10A	8P	10	10A	8P	10	10A	8P	10
	PZA	HMS Host	10A	9P	11	10A	9P	11	10A	9P	11	10A	9P	11	10A	9P	11	10A	9P	11	10A	9P	11
	Starbucks	HMS Host	6A	11P	17	6A	11P	17	6A	11P	17	6A	11P	17	6A	11P	17	6A	12A	18	6A	12A	18
	McDonalds	McDonalds C	12A	12A	24	12A	12A	24	12A	12A	24	12A	12A	24	12A	12A	24	12A	12A	24	12A	12A	24
	Travel Mart	HMS Host	7A	9P	14	7A	9P	14	7A	9P	14	7A	9P	14	7A	9P	14	7A	9P	14	7A	9P	14
	Total Op. Hours				76			76			76			76			76			77			77
Off Peak - Labor Day to Memorial Day																							
1812	Portage		Sunday			Monday			Tuesday			Wednesday			Thursday			Friday			Saturday		
	Greens	HMS Host	11A	8P	9	11A	8P	9	11A	8P	9	11A	8P	9	11A	8P	9	11A	8P	9	11A	8P	9
	PZA	HMS Host	10A	9P	11	10A	9P	11	10A	9P	11	10A	9P	11	10A	9P	11	10A	9P	11	10A	9P	11
	Starbucks	HMS Host	6A	10P	16	6A	10P	16	6A	10P	16	6A	10P	16	6A	10P	16	6A	11P	17	6A	11P	17
	McDonalds	McDonalds C	12A	12A	24	12A	12A	24	12A	12A	24	12A	12A	24	12A	12A	24	12A	12A	24	12A	12A	24
	Travel Mart	HMS Host	7A	9P	14	7A	9P	14	7A	9P	14	7A	9P	14	7A	9P	14	7A	9P	14	7A	9P	14
	Total Op. Hours				74			74			74			74			74			75			75
1813	Brady's Leap																						
	Greens	HMS Host	11A	8P	9	11A	8P	9	11A	8P	9	11A	8P	9	11A	8P	9	11A	8P	9	11A	8P	9
	PZA	HMS Host	10A	9P	11	10A	9P	11	10A	9P	11	10A	9P	11	10A	9P	11	10A	9P	11	10A	9P	11
	Starbucks	HMS Host	6A	10P	16	6A	10P	16	6A	10P	16	6A	10P	16	6A	10P	16	6A	11P	17	6A	11P	17
	McDonalds	McDonalds C	12A	12A	24	12A	12A	24	12A	12A	24	12A	12A	24	12A	12A	24	12A	12A	24	12A	12A	24
	Travel Mart	HMS Host	7A	9P	14	7A	9P	14	7A	9P	14	7A	9P	14	7A	9P	14	7A	9P	14	7A	9P	14
	Total Op. Hours				74			74			74			74			74			75			75

- b. Are there any holidays where the normal hours of operation are currently being reduced?
i. If yes, please provide the full list of holidays and the reduction of hours currently being followed.

A#11b

Thanksgiving		Minimum Operating Hours																		
1812	Portage		Sunday			Monday			Tuesday			Wednesday			Thursday			Friday		
	Greens	HMS Host	11A	8P	9	11A	8P	9	11A	8P	9	11A	8P	9	11A	2P	3	11A	8P	9
	PZA	HMS Host	10A	9P	11	10A	9P	11	10A	9P	11	10A	9P	11	10A	2P	4	10A	9P	11
	Starbucks	HMS Host	6A	10P	16	6A	10P	16	6A	10P	16	6A	12P	18	7A	5P	10	6A	12P	18
	McDonalds	McDonalds Corp.	12A	12A	24	12A	12A	24	12A	12A	24	12A	12A	24	12A	12A	24	12A	12A	24
	Travel Mart	HMS Host	7A	9P	14	7A	9P	14	7A	9P	14	7A	9P	14	7A	5P	10	7A	9P	14
	Total Op. Hours				74			74			74			76			51			76
1813	Brady's Leap																			
	Greens	HMS Host	11A	8P	9	11A	8P	9	11A	8P	9	11A	8P	9	11A	2P	3	11A	8P	9
	PZA	HMS Host	10A	9P	11	10A	9P	11	10A	9P	11	10A	9P	11	10A	2P	4	10A	9P	11
	Starbucks	HMS Host	6A	10P	16	6A	10P	16	6A	10P	16	6A	12P	18	7A	5P	10	6A	12P	18
	McDonalds	McDonalds Corp.	12A	12A	24	12A	12A	24	12A	12A	24	12A	12A	24	12A	12A	24	12A	12A	24
	Travel Mart	HMS Host	7A	9P	14	7A	9P	14	7A	9P	14	7A	9P	14	7A	5P	10	7A	9P	14
	Total Op. Hours				74			74			74			76			51			76
Christmas Eve/Day		Minimum Operating Hours																		
1812	Portage								Eve			Day								
	Greens	HMS Host				11A	8P	9	11A	5P	6	11A	2P	3	11A	8P	9			
	PZA	HMS Host				10A	9P	11	10A	5P	7	10A	2P	4	10A	9P	11			
	Starbucks	HMS Host				6A	10P	16	6A	7P	13	7A	5p	8	6A	10P	16			
	McDonalds	McDonalds Corp.				12A	12A	24	12A	12A	24	12A	12A	24	12A	12A	24			
	Travel Mart	HMS Host				7A	9P	14	7A	7P	12	7A	4p	8	7A	9P	14			
	Total Op. Hours							74			62			47			74			
1813	Brady's Leap																			
	Greens	HMS Host				11A	8P	9	11A	5P	6	11A	2P	3	11A	8P	9			
	PZA	HMS Host				10A	9P	11	10A	5P	7	10A	2P	4	10A	9P	11			
	Starbucks	HMS Host				6A	10P	16	6A	7P	13	7A	5p	8	6A	10P	16			
	McDonalds	McDonalds Corp.				12A	12A	24	12A	12A	24	12A	12A	24	12A	12A	24			
	Travel Mart	HMS Host				7A	9P	14	7A	7P	12	7A	4p	8	7A	9P	14			
	Total Op. Hours							74			62			47			74			
New Years Eve/Day		Minimum Operating Hours																		
1812	Portage								Eve			Day								
	Greens	HMS Host				11A	8P	9	11A	5P	6	11A	5P	6	11A	8P	9			
	PZA	HMS Host				10A	9P	11	10A	7P	9	10A	9P	11	10A	9P	11			
	Starbucks	HMS Host				6A	10P	16	7A	9P	14	6A	12A	18	6A	10P	16			
	McDonalds	McDonalds Corp.				12A	12A	24	12A	12A	24	12A	12A	24	12A	12A	24			
	Travel Mart	HMS Host				7A	9P	14	7A	9P	14	7A	9P	14	7A	9P	14			
	Total Op. Hours							74			67			73			74			
1813	Brady's Leap																			
	Greens	HMS Host				11A	8P	9	11A	5P	6	11A	5P	6	11A	8P	9			
	PZA	HMS Host				10A	9P	11	10A	7P	9	10A	9P	11	10A	9P	11			
	Starbucks	HMS Host				6A	10P	16	7A	9P	14	6A	12A	18	6A	10P	16			
	McDonalds	McDonalds Corp.				12A	12A	24	12A	12A	24	12A	12A	24	12A	12A	24			
	Travel Mart	HMS Host				7A	9P	14	7A	9P	14	7A	9P	14	7A	9P	14			
	Total Op. Hours							74			67			73			74			

Depending on the number and type of concepts approved for the plazas, the Commission will consider reducing operating hours upon written request by the Operator. At least one concession must be operated 24-hours per day, year-round. However, be advised, the days preceding and following the actual holiday are generally some of the busiest travel days on the Turnpike and the Commission reserves the right to extend operating hours to accommodate the increase in traffic volume. See Appendix C, Contract for Food and Retail Concession Operations, Article 9, Hours of Operation and Staffing Levels, Paragraph 9.2.5, Changes to Staffing or Operating Hours. Generally, hours are adjusted (increased and decreased) around Thanksgiving, Christmas Eve/Day and New Year's Eve/Day. Thanksgiving week is typically the busiest travel period every year. Thanksgiving Day, Christmas Day, New Year's Eve, and New Year's Day typically generate lower traffic where food and retail concession operators may propose reduced operating hours as part of the Annual Plan.

ii. *If yes, is it the Commission's desire to continue to follow this schedule?*

Operating Hours and adjustments are reviewed annually as part of the required Annual Plan to be developed by the Operator. See Appendix C, Contract for Food and Retail Concessions, Article 14, Annual Plan, Reports and Operating Statement, and Paragraph 14.3, Annual Plan. Any changes to Operating Hours shall be requested in writing by the Operator and approved by the Commission.

Q#12 Appendix A, Item K, Signs

a. Please provide clarification of how this process works.

i. How is it determined when a new sign is needed? By the commission alone or mutually?

A#12a See Appendix C, Contract for Food and Retail Concession Operations, Article 15, Signs; Advertising, Paragraph 15.1 which reads: "The Commission will fabricate and install signs on the mainline roadway advising of services available at the Plazas. The Operator must provide branded logos in a high definition .pdf or .eps format for fabrication of mainline signs and the back-lit monument signs at each Service Plaza. The Commission has provided and shall continue to maintain and provide signs on the Turnpike indicating the approach to any Service Plaza and other signs designed to direct traffic to the Service Plaza. The Operator shall be responsible for the fabrication and installation of all interior signage, with prior Commission review and approval. The Operator shall be responsible for the cost of the replacement of signs due to deteriorated condition, updated logos, normal wear and weathering, damage, brand conversion or at the reasonable request of the Commission during the term of the Contract. During the term of the Contract, the Commission may erect signs at various toll plazas indicating the name and location of the restaurants within a certain area. If such additional signs are erected, the cost thereof shall be the responsibility of the Operator benefiting from the signs. Any additional exterior identification signage shall require the Commission's prior written approval."

ii. How often are these signs traditionally changed/upgraded?

Signs generally last over 5 to 7 years. The cost to update signs as a result of brand conversions, brand logo changes or reconfiguration of the concessions is the responsibility of the Operator.

- b. Please provide historical costs associated with this scope or services item (for both internal & external, separated if possible) for the past 10 years or provide a dollar amount the potential contractors can use for their 10-year budget.**

A#12b The initial installation is done by the Commission at no charge. Sign installations/changes are typically around \$1,500 per approach sign. There are 4 approach signs per set of plazas.

Q#13 Appendix C, Pg. 3, Concession Fee and Guaranteed Minimum Annual Concessions Fee increases by 2% Annually.

- a. Please clarify the 2% is to be calculated**

- i. Is it the percentage meaning if you are at 15% Concession Fee in year one the Commission expects the Concession Fee to be 17% in year 2, 19% in year 3, and so on?**
- ii. Is it the percentage meaning if you are at 15% commission in year one the Commission expects the commission to be 15.3% in year 2, 15.6% in year 3, and so on?**

A#13 See Appendix C, Contract for Food and Retail Concession Operations, Article 3, Payments, Paragraph 3.1.2. The Guaranteed Minimum Annual Concessions Fee is the aggregate annual minimum amount that the Operator pays to the Commission for the Concessions Fee, Property Management Fee and Capital Improvement Fee. Annual fees shall equal or exceed \$_____ per year (“Guaranteed Minimum Annual Concessions Fee”) per set of plazas. The Concession Fee shall increase two percent (2%) on January 1 each year throughout the term of the Contract, provided, in computing the first annual two percent (2%) increase, six (6) operating months or more shall constitute a full year and invoke an increase upon the first January during the term of the Contract.

- GMACF Year 1 – Example of \$1,000,000 increasing by 2% annually.**

Guaranteed Minimum Annual Concessions Fee Schedule							
<i>Includes Revenue Sharing, Property Management and Capital Improvement Obligations.</i>							
<i>Per Set of Plazas</i>							
Year 1		\$ 1,000,000.00					
Year 2		\$ 1,020,000.00					
Year 3		\$ 1,040,400.00					
Year 4		\$ 1,061,208.00					
Year 5		\$ 1,082,432.16					
Year 6		\$ 1,104,080.80					
Year 7		\$ 1,126,162.42					
Year 8		\$ 1,148,685.67					
Year 9		\$ 1,171,659.38					
Year 10		\$ 1,195,092.57					

Q#14 Appendix C, Pg. 8, 5.1.5 Fire Suppression Maintenance

- a. Please provide a 3-year history of expenses the contractor has paid for the Fire Suppression system**

A#14 The Commission does not track or have access to this information (by Operators only). However, the Commission does verify that Fire Suppression systems are inspected, tagged and operational as part of its annual facility inspections.

Q#15 Appendix C, Pg. 10, 5.5 Landscaping, Snow Removal and Property Management

- a. Is this 4% of gross receipts the same Property Management fee outlined in Appendix C, Pg. 4, 3.2? We assume that it is, but it is labeled differently in each location.**

A#15 Yes. Property Management Fee is 4% of Gross Revenues for Grounds Maintenance, Landscaping, Snow Plowing and general exterior upkeep.

Q#16 Appendix C, Pg. 13 & 14, 8 – Utilities & Internet Service

- a. Please provide a 3-year history of all Utilities & Internet Service outlined in this section.**

A#16 The Commission does not track or have access to this information (by Vendor only). Business Use Internet is a new service being offered to Operators in all Service Plazas. The goal is to mitigate over cabling, excessive abandoned cabling, as well as improve efficiency, convenience, and performance to the Operator with its debut launch at the Portage and Brady's Leap Service Plazas.

Q#17 We observed an open pizza oven during the tours.

- a. Is this oven owned by the Ohio Turnpike and Infrastructure Commission and thus can be utilized as part of this RFP response?**

A#17a. This piece of equipment was abandoned by the previous operator(s). Regarding any elements that remain, the Commission releases these elements in their present “as-is” condition and makes no claim or warranty to the suitability for purposes of re-utilization as part of this RFP and any resulting contract.

b. If yes, is this oven currently operational?

A#17b. The unit was operational up until the time that the concession was closed. However, the Commission makes no determination as to the current operability or condition of said piece of equipment. Bidders are welcome to send representatives by appointment to assess the condition and operability of each piece of equipment it will consider utilizing or removing.

c. Is this oven gas powered?

A#17c. The Commission makes no determination as to the operational characteristics of said piece of equipment. Bidders are welcome to send representatives by appointment to assess each piece of equipment it will consider utilizing or removing.

Q#18 In the former McDonald’s location there are no hood systems. Are there ventilation systems on the roof or was the entire system removed by previous vender?

A#18 It is believed that all hood and ventilation systems relative to the McDonald’s brand concession operations have been removed by the operator as trade specific and proprietary property. If any elements remain, the Commission releases these elements in their present “as-is” condition and makes no claim or warranty to the suitability for purposes of re-utilization as part of this RFP or any resulting contract. Bidders are welcome to send representatives by appointment to assess each piece of equipment it will consider utilizing or removing.

See Appendix C, Contract for Food and Retail Concession Operations, Article 5, Maintenance, Paragraph 5.1.4. The Commission strongly recommends that any previously installed hood, ventilation, and roof exhaust systems are updated and improved to mitigate accumulation of grease and damage to the surrounding roof membrane.

Q#19 In one of the offices there were large safes. Are we to assume these are provided for the new vendor to use or should we plan on providing new safes?

A#19 The Commission makes no determination as to the operability or condition of said piece of equipment. Bidders are welcome to send representatives by appointment to assess the condition and operability of each piece of equipment it will consider utilizing or removing. Regarding any elements that remain, the Commission releases these elements in their present “as-is” condition and makes no claim or warranty to the suitability for purposes of re-utilization as part of this RFP or any resulting contract.

Q#20 Can you please provide the handouts we received at the tour electronically?

A#20 *Yes. Copies of the Site Visit Itinerary, General Information Handout (Historical significance, etc.), and Welcome to the Ohio Turnpike for Concession Operators (excerpts from previous Concession Operator Open House slides) have been issued with this Addendum No. 1.*

Q#21 Was the site tour mandatory for organizations to bid?

A#21 *No. Operators are not required to attend the site visits in order to submit a proposal. The Site Visit and Tour offered by the Commission is an informal and interactive venue where no new information regarding the RFP is expressed. Topics covered are contained within the RFP itself. The primary goals of the visit are to show potential respondents the existing conditions, layout, and features of the plazas; highlight some history and background information on the plazas; and review stats for plazas in general and view proposed areas of responsibility.*

Q#22 Are there any union labor requirements for the renovation/construction projects? If so, please clearly outline.

A#22 *See Appendix C, Contract for Food and Retail Concession Operations, at Article 4, Design and Renovation, Paragraphs 4.8 and 4.9. The renovation/construction projects are subject to prevailing wage and certified payroll requirements.*

Q#23 Is there any cost associated with parking for team members who will work at SP-7?

A#23 *There is no cost associated with team members using the Employee Parking Areas to park personal vehicles while performing duties under the Agreement. Be advised, the Operator shall not provide ingress or egress of personal vehicles via the rear gate, which is strictly enforced by the Commission and OSHP. Loitering is not permitted. Employees are not allowed to park personal vehicles in the public parking areas. Parking area may also not be used to store company vehicles or equipment not associated with this Agreement without prior written consent of the Commission.*

Q#24 Would it be possible for OTIC to provide actual spend on CAM charges from 2015-2020 and projected CAM charges? We did not see this data in the info provided.

A#24 *See table on next page.*

CAM Charges for Portage and Brady's Leap Service Plazas 2015 - 2020							
	<u>2015</u>			<u>2016</u>			<u>2017</u>
	<u>Brady's Leap</u>	<u>Portage</u>		<u>Brady's Leap</u>	<u>Portage</u>		<u>Brady's Leap</u> <u>Portage</u>
Jan	15,727.54	15,566.29		17715.65	16963.35		17,458.62 16,938.81
Feb	25,584.93	24,589.72		26558.81	26328.64		28,085.70 27,485.71
Mar	15,550.07	15,035.66		16493.57	15953.07		17,335.44 16,520.87
Apr	15,708.57	15,822.15		17836.84	17230.18		16,881.41 16,118.65
May	23,222.15	25,610.68		29701.24	29047.33		27,861.03 27,829.52
June	16,276.03	15,631.75		18301.28	17688.13		17,252.78 16,854.80
July	18,946.74	19,031.47		16611.09	16396.55		18,192.68 17,790.84
Aug	30,930.42	31,113.48		31097.25	31020.72		28,986.04 28,636.56
Sept	18,168.38	18,063.80		18276.72	18283.6		17,635.52 17,188.05
Oct	17,652.05	17,596.17		17187.27	17251.98		17,410.52 16,929.01
Nov	43,531.26	43,213.22		29917.95	29357.72		24,173.38 23,870.62
Dec	17,362.20	16,899.49		21170.02	16785.68		16,473.32 16,132.35
Total	\$ 258,660.34	\$ 258,173.88		\$ 260,867.69	\$ 252,306.95		\$ 247,746.44 \$ 242,295.79
	<u>2018</u>			<u>2019</u>			<u>2020 thru May (Expiration)</u>
	<u>Brady's Leap</u>	<u>Portage</u>		<u>Brady's Leap</u>	<u>Portage</u>		<u>Brady's Leap</u> <u>Portage</u>
Jan	17200.66	16647.77		18459.65	18317.51		18116.86 18302.54
Feb	24122.23	23330.26		24303.58	23386.45		22960.11 23175.56
Mar	22803.07	21871.57		22438.69	21650.82		17836.44 17858.8
Apr	17754.76	17015.88		18676.61	17971.18		16972.98 16725.94
May	25164.38	24004.34		26012.35	24852.42		21746.69 21243.81
June	18797.37	18188.65		18741.48	17980.00		
July	20114.22	19341.9		19355.36	18946.23		
Aug	26751.07	26358.91		24413.75	24301.08		
Sept	18734.04	18330.02		19156.03	18133.59		
Oct	19188.66	18241.43		18661.13	18309.72		
Nov	26601.96	24376.65		22967.50	22997.99		
Dec	17964.54	18707.1		15685.99	15510.31		
Total	\$ 255,196.96	\$ 246,414.48		\$ 248,872.12	\$ 242,357.30		\$ 97,633.08 \$ 97,306.65

END OF ADDENDUM NO. 1

The Ohio Turnpike and Infrastructure Commission



SP-7 FRC RFP for Portage & Brady's Leap Service Plazas Concession Operator Site Visit and Tour

<i>Session 1</i>	<i>LOCATION: Portage Service Plaza</i> <i>DATE: Wednesday, October 7, 2020</i> <i>TIME: 10:00 AM – 12:00 PM</i>
<i>Session 2</i>	<i>LOCATION: Portage Service Plaza</i> <i>DATE: Wednesday, October 14, 2020</i> <i>TIME: 1:30 PM – 3:30 PM</i>

Itinerary:

Welcome! On behalf of the Ohio Turnpike and Infrastructure Commission we welcome you to Portage Service Plaza; and Thank You for your interest in the Food and Retail Concessions RFP

Today's Ohio Turnpike Hosts, Representatives, and Special Guests

- Ohio Turnpike & Infrastructure Commission: Executive Director, Mr. Ferzan Ahmed
- Ohio Turnpike Administration: Director of Service Plaza Operations, Mr. Andrew Herberger
- Ohio Turnpike Administration: Doug Turner, Eastern Division Service Plaza Manager
- Ohio Turnpike Administration: Dana Brown, Western Division Service Plaza Manager
- (10/7 Only) Ohio Turnpike Management: Bob Hemeyer, Service Plaza Manager for PO & BL
- Ohio Turnpike Management: Eric Lockney, Service Plaza Manager for MV & GH
- Ohio Turnpike Management: Kathy Braden, Asst. Service Plaza Manager for PO & BL
- Ohio Turnpike Maintenance: Paul Campbell, Eastern Division Trades Supervisor

Completion of Greetings and General Introductions

- Is everyone signed in?

Housekeeping and Rules for Today

- State Mandates for COVID-19 Responsible ReStart Ohio Campaign must be followed
 - Masks and Social Distancing Required/ Wash hand often
 - Hand Sanitizing Stations provided throughout the plazas
 - Please take handout materials with you when you leave, including pens
- Restrooms are located in the Lobby
- Raise your hand if we are going too fast or you need a break
- Relax, very informal and interactive

Overview of Goals for Site Visit

- This is RFP No. 7-2020 Food and Retail Concessions P.O. & B.L. Service Plazas
- You will receive no new information today. Topics covered are of public record and/or contained within the RFP itself
- Questions regarding this RFP should be submitted in writing to purchasing@ohioturnpike.org as stipulated by public bidding regulations.
- What we hope to achieve through the Site Visits and Tours
 - Show you the 'lay of the land' for property and facilities as described in the RFP
 - Highlight some history and background information on the plazas
 - Review stats for plazas in general and proposed areas of responsibility
- Important Dates outlined in your RFP
 - Issue Thurs., September 24, 2020
 - 1st Site Visit and Tour Wed., October 7, 2020 at 10:00AM @ Portage Plaza
 - 2nd Site Visit and Tour Wed., October 14, 2020 at 1:30PM @ Portage Plaza
 - Inquiry Period Ends October 16, 2020
 - Q & A Responses by October 30, 2020
 - Proposals Due December 4, 2020
 - Evaluation Completed by January 8, 2021
 - Recommendation to Exec/Legal By: January 22, 2021
 - Draft Resolution by By no later than February 5, 2021
 - Commission Meeting February 15, 2021 (anticipated meeting for contract award – subject to change)

TOUR SPECS – UNIT SPACE

Build-out and operate **Food and Retail Concessions** occupying the space in Units 1, 2, 3, 4 and 5 to include nationally or regionally branded concepts as approved by the Commission by operator(s). The sum total square footage of all five (5) Units is approximately Six Thousand, Nine Hundred and Forty-Eight (6,948) square feet, per plaza with similar correlating square footage assigned on the plaza's lower level for storage accessible by two (2) common staircases and a service elevator.

The Commission will consider reconfiguration of the existing units. However, the Selected Operator shall be required to operate the entire concession space assigned to the Agreement whether as individual or combined Unit spaces. The Commission is the final authority regarding which concession services will be selected, which concepts and categories will be permitted in each Unit(s) at its Service Plazas, as well as the number and configuration of concessions services occupying the Units.



REMINDER OF PREVIOUS ASSIGNMENTS AND USE

<u>Unit</u>	<u>Square Feet</u>	<u>Concept</u>	<u>Use</u>
1	804	Coffee Shop	Starbucks
2	1041	Express	Starbucks - Retail
3	985	24 Hour	McDonald's
4	3,370	Fast Casual	PZA/Green's
5	748	Retail/Gift	Travel Mart

BASEMENT AREA

The sum total square footage of all five (5) Units is approximately Six Thousand, Nine Hundred and Forty-Eight (6,948) square feet, per plaza with similar correlating square footage assigned on the plaza's lower level for storage accessible by two (2) common staircases and a service elevator.

OFFICE AREA AND ASSIGNMENT

See Exhibit in Folder

GETTING HELP IN AN EMERGENCY/ PHONE NUMBERS

Communicating proper emergency procedures at our Service Plazas to your respective staffs:

If a call is placed to "911" from a cell phone at the plaza, the call may be directed to the County Sheriff's office or local Police department, who do not have jurisdiction to respond on the Turnpike. Therefore, are less familiar with the names and locations of the plazas than the appropriate EMS, OSHP and OTIC staff at the time of the emergency.

The proper method to report emergencies is to call the OTIC Communications Center in Berea at 440-971-2055 or pick up the **RED 911** phone in the lobby or #677 for OSHP. This immediately puts the caller in contact with the OTIC and OSHP dispatch. It also gives the location from which the call is originating. By calling the Communications Center first or using the **RED 911** phone in the lobby, multiple emergency responders are notified at the same time, including the local fire department/EMS, OSHP and the appropriate OTIC staff which can facilitate a faster response time to an emergency. The importance of following proper procedure is extremely important.

COURTEOUS & INFORMATIVE PHONE PROTOCOLS FOR ALL

Standardized phone protocol while at the Service Plazas:

1. When calling the OTIC Communications Center to report an issue, please state:
 - o Name
 - o Company
 - o **Plaza**
 - o **Nature of the call**
 - o **Location of the issue**

(Example: "Hello, this is John/Jane Doe from ABC Company at the Middle Ridge Service Plaza. I'm calling to report XYZ in the lobby of the plaza.")



2. When answering the phone, please state:

- Company
- Plaza
- Name

(Example: "Hello, ABC Company at Brady's Leap. This is John/Jane Doe. How can I help you?")

DELIVERIES

There is an access road located in the rear of each Service Plaza and a security gate whereby delivery vehicles may enter the Service Plaza from the access road. When not in use, this gate is to remain in the closed position. The Selected Operator shall not permit employees or third parties to use the access gate for ingress and egress of personal or company vehicles. The Selected Operator shall ensure that all vehicles the Operator admits through the back gate for purposes of deliveries or service shall leave the Service Plaza by the same gate. Failure to control the use of the rear access gate shall be sufficient cause for the Commission to remove the Selected Operator's privilege to such access. The Selected Operator is solely responsible to provide ingress/egress to those vehicles delivering goods and services to the Operator.



RULES AND STANDARDS

Non-Revenue Access prohibited except for Management

Upon request, the Selected Operator's management staff performing multi-unit supervisory services at the Service Plazas under the Contract will be permitted toll free use of the Turnpike while performing the services described herein. Non-Revenue Transponders will be issued to the Selected Operator's management and supervisory staff as requested, upon review and approval by the Commission. The Selected Operator shall keep a current record of the transponders issued to each of the Selected Operator's employees, made available to the Commission upon request. However, non-supervisory or management employees of the Selected Operator, trucks or other vehicle delivering supplies to the Selected Operator, shall not be permitted to travel over the Turnpike unless proper toll is paid for. Use of the transponder is authorized for carrying out the terms of the Contract only. U-turns and crossing of the median at marked or unmarked areas is strictly prohibited. **Non-Revenue transponders will NOT be issued to third party vendors, vendor sub-contractors, delivery personnel, etc.**

Prohibited Facility Access

Unauthorized persons are not permitted access to any non-public areas of the Service Plaza buildings and facilities that require the use of electronic access cards to gain entrance. Unauthorized persons are any persons **not** employed at or doing business within the Service Plaza(s) and include, but are not necessarily limited to: customers, family members, friends or business associates of the Selected Operator or its employees, ex-employees and any unauthorized contractors.

Access Cards

The Selected Operator's employees performing services at the Service Plazas under the Contract will be issued Security Access Cards for their respective Plaza as requested by the Selected Operator's

manager/supervisor. The Selected Operator shall keep a list of the access card number assigned to each of its employees and make it available to the Commission upon request. Any actions by the Selected Operator's employees that compromise this system are not acceptable, including forced entry, allowing or facilitating unauthorized access to, providing an opportunity for unauthorized access to, or not reporting unauthorized persons in restricted areas. All control access cards are to be returned to the Selected Operator's manager immediately upon termination of an employee and accurate records kept. Lost or damaged cards will be subject to a \$15.00 (per card) replacement cost. For accountability and security purposes, the Selected Operator must report all damaged and lost cards to the Service Plaza Manager immediately.

All Staff/ Employee Parking

See Site Plans: Service Plazas have separate parking areas for cars, trucks, buses and RVs. Expanded parking areas in the rear lot with extra-long spaces for truckers with double and triple trailers are available. There is a separate employee parking area outside of the access gate and everyone working at the plazas are expected to park there. The Operator shall not provide Turnpike access or use the access gate for ingress and egress of employee or public vehicles.

What we will see today: Property and Facility Specifications

- Blueprints of the plazas, including site plans, were included within the issued RFP
 - Opened on April 11, 2001
 - PO & BL Service Plazas are each 45,400 sq. ft. in size
 - 30,900 sq. ft. on the 1st floor
 - 14,500 sq. ft. on the lower level/ basement
 - Areas of janitorial responsibility include
 - 19,703 sq. ft. on the 1st floor
 - 2620 sq. ft. on the lower level/ basement
 - Common area flooring is terrazzo
 - Recent food and retail concession operations: 6948 sq. ft.
 - Unit 1- Coffee Shop (Starbuck's): 804 sq. ft.
 - Unit 2- Express (Starbuck's Retail): 1041 sq. ft.
 - Unit 3- 24 Hour (McDonald's): 985 sq. ft.
 - Unit 4- Fast Casual (PZA/Greens): 3370 sq. ft.
 - Unit 5- Retail/Gift (Travel Mart): 748 sq. ft.
 - Passenger vehicle parking
 - PO- 148 total spaces (6 of which are ADA)
 - BL- 148 total spaces (6 of which are ADA)
 - Commercial vehicle parking
 - PO- 92 total spaces (2 of which are ADA)
 - BL- 84 total spaces (2 of which are ADA)
 - Employee vehicle parking
 - PO- 55 total spaces (3 of which are ADA)
 - BL- 58 total spaces (2 of which are ADA)



- Bus parking
 - 4 designated spaces at the rear of each plaza
- RV lots
 - 9 head-in or back-in spaces at each plaza
- Complimentary showers
 - 4 shower rooms in the Truckers Lounge area of each plaza
- Utilities companies
 - Portage County Water Resources (330) 297-3607
 - Dominion Energy East Ohio Gas Company (800) 362-7557
 - Ohio Edison First Energy Corp. (800) 633-4766
- Addresses and Locations
 - PORTAGE
 - aka Service Plaza 7 NORTH
 - between Exits 209 and 193
 - at milepost 197.0 Westbound
 - 9270 Limeridge Road, Mantua, OH 44255
 - located east of Interchange #193 at Milepost 197.0 on the north side of the Ohio Turnpike right-of-way in Portage County, Ohio, State Route 303, approximately 2-1/8 miles east of State Route 44 to Limeridge Road, north on Limeridge Road approximately ½ mile to access road, east on access road approximately ¾ mile to plaza.
 - Portage County
 - Phone: (440) 971-2672
 - Distance to next facility: 26.9 miles to Great Lakes Service Plaza
 - Longitude: 41.244826/ Latitude: -81.178404
 - Land acreage: 24.9
 - BRADY'S LEAP
 - aka Service Plaza 7 SOUTH
 - between Exits 193 and 209
 - at milepost 197.0 Eastbound)
 - 9250 Limeridge Road, Mantua, OH 44255
 - located east of Interchange #193 at Milepost 197.0 on the south side of the Ohio turnpike right-of-way in Portage County, Ohio, State Route 303, approximately 2-1/8 miles east of State Route 44 to Limeridge Road, north on Limeridge Road approximately ½ mile to access road, east on access road approximately ½ mile to plaza.
 - Portage County
 - Phone: (440) 971-2781
 - Distance to next facility: 40.2 miles to Glacier Hills Service Plaza
 - Longitude: 41.242529/ Latitude: -81.175409
 - Land acreage: 26.9



General Area Information Handout

- A Foreword to FRC Site Visit and Tour
 - Part A- Historical Significance

- Part B- How Portage Service Plaza got its name
- Part C- How Brady's Leap Service Plaza got its name
- Part D- Surrounding area demographics & economy
- Part E- Coming Attractions: EV Charging stations
- Part F- Regional economic development
- Ohio Turnpike Service Plazas identifications and map

Tour of Facility

1. EMERGENCY NOTIFICATION PROCEDURES
 - a. Do not call "911" from the plazas
 - b. Call OTIC Communications Center at (440) 971-2055 or "#677" for OSHP
 - c. 911 Phone Locations within the plazas
2. CONTACT LIST IN EACH UNIT
 - a. Vendors
 - b. OSHP
 - c. Service Plaza Manager
 - d. ASPM Cell
3. TRAVEL BOARDS and TURNPIKE TELEVISION
 - a. Function
4. LOCATION OF AED (Automated External Defibrillator)
 - a. Function of AED Unit
 - b. Automatic notification to dispatch when door is opened
5. LOBBY REVIEW
 - a. Information Desk and Brochures
 - b. 911 Phones
 - c. Fire Extinguishers
 - d. AED
 - e. ATM
 - f. Mailboxes (Where applicable)
 - g. Vending and Arcade- Customer Use Only
 - h. Travel Board and Turnpike Television
6. TRUCKERS LOUNGE
 - a. Lounge/ TV's
 - b. Showers
 - c. Laundry/ Vending Facilities
 - d. Massage Chairs- Customer Use Only (Where applicable)
7. RESTRICTED AREA
 - a. Areas Restricted to Public
 - i. Back of House
 - ii. Service Hallway
 - iii. Loading Dock
 - iv. Basement
 - v. Service Bays



- vi. Communications Room
- vii. Mechanical Rooms
- viii. Other vendor storage areas and units, unless authorization is given
- ix. Truckers Lounge
- x. Game Room
- xi. Massage Chairs (Where applicable)

8. REAR HALLWAY

- a. Do NOT prop doors open under any circumstances
- b. Vendor Security Cameras

9. BASEMENT

- a. Employee Break Room
- b. Employee Restrooms
- c. Elevator
- d. Vendor Security Cameras
- e. 911 Phone
 - i. Severe Weather Shelter
 - 1. Location for Shelter
 - 2. Procedures



10. ACCESS CARDS (proximity Card)

- a. Issued by your respective Managers
- b. Show how card functions

11. REAR GATE ACCESS

- a. Rear gate may be opened ONLY for deliveries to the respective vendors by vendor staff
- b. Plaza staff should not open gate for other vendor's deliveries, DVS, etc.
- c. It is PROHIBITED to open the rear gate for public ingress/ egress
- d. Companies/ contractors authorized to enter/ exit plazas will already have transponders to operate the gates
 - i. *If they are calling for access, it should raise a red flag*
- e. Failure to comply may result in revocation of gate access privileges

12. DUMPSTERS/ COMPACTOR AREA

- a. Indicate appropriate dumpsters per vendor

13. LOADING DOCK

- a. Keep bay doors closed at all times, other than receiving deliveries
- b. Keep double doors closed/ Impacts HVAC

14. FIRE EXTINGUISHER LOCATIONS

- a. Lobby
- b. Vendor Units
- c. Service Hallway
- d. Basement
- e. Fuel Islands

15. EVACUATION PLANS

- a. Nearest Exits
- b. Define Rally Point

16. LIGHT PANEL AND FIRE PANEL LOCATIONS

- a. Contact OTIC Plaza Manager on duty if alarm sounds
 - b. If no OTIC Manager is on duty, contact the OTIC Communications Center at **440-971-2055**
- 17. SMOKING POLICY
 - a. Approved Smoking Area
 - b. Restricted Areas
- 18. EMPLOYEE PARKING
 - a. Location of parking area
 - b. Access from public roads or Turnpike
 - c. Designated **"EMERGENCY"** Area to convene (Rally Point)
- 19. SERVICE DESK
 - a. OTIC Manager Office
 - b. Brochures & Information
- 20. CUSTOMER SERVICE IS OUR #1 GOAL
 - a. We are committed to providing great service and clean, safe, welcoming facilities for our guests
 - b. Please help us keep all areas clean and safe by promoting responsible stewardship of Facilities
 - c. Report any unsatisfactory or unsafe conditions to the OTIC Manager on duty

This concludes today's Site Visit and Tour for RFP No. 7-2020 Food and Retail Concessions Operations at PORTAGE and BRADY'S LEAP Service Plazas.

On behalf of our Executive Director, the Director of Service Plaza Operations, and everyone else at the Ohio Turnpike and Infrastructure Commission we thank you for your interest and participation in today's event, your overall interest in doing business with the Ohio Turnpike, and for exercising every precaution for a safe visit today and safe travels always. And for those of you who travel our highways or frequent our Service Plazas, or have family members that do, we thank you for using the Ohio Turnpike.



GENERAL AREA INFORMATION HANDOUT

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

A FOREWORD TO FRC SITE VISIT AND TOUR AT THE PORTAGE AND BRADY’S LEAP SERVICE PLAZAS

Milepost 197.0, Portage County, Ohio

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FOREWORD

A. HISTORICAL SIGNIFICANCE

MANTUA, OH – On February 12, 2020 Ohio Governor Mike DeWine unveiled two (2) Underground Railroad Historical Markers, One (1) for the Ohio Turnpike’s Portage Service Plaza and one (1) for the Ohio Turnpike’s Brady’s Leap Service Plaza to set this set of Service Plazas place in America’s History as being significant locations to the Underground Railroad movement.

The Governor noted Ohio’s prominence in the Underground Railroad as part of Black History Month. Governor DeWine joined leaders from the Ohio Turnpike, the Friends of Freedom Society, Ohio Department of Transportation and the Ohio History Connection to dedicate and unveil an Underground Railroad Historical Marker at a press conference held at the Portage Service Plaza. Inside the Plaza’s Food Court and beneath its magnificent rotunda the Governor spoke, “For decades to come, these markers will remind travelers of Ohio’s significant role in supporting the Underground Railroad. It’s important we continue to share these stories of persistence and courage with future generations.”

GENERAL AREA INFORMATION HANDOUT

Portage Plaza's marker is one of a series of four now installed at Ohio Turnpike Service Plazas, each telling the story of the Underground Railroad on one side. On the other side are stories of local significance, such as the prominence of J. Ridgeway Haines, a prominent member of the Quaker community in Alliance. As local lore has it, Haines stood guard at night when freedom seekers sheltered in an upper room in the rear of his house. Today, his house is listed on the National Register of Historic Places.

"There is enduring value in commemorating the pursuit of freedom through the stories of the passengers and conductors on the Underground Railroad," said the Ohio Turnpike's Executive Director Ferzan M. Ahmed, P.E. "Northern Ohio's prominent role in the National Underground Railroad cannot be overstated," he added.

The Underground Railroad in Ohio consisted of south-to-north escape routes that followed two major paths mainly from West Virginia and Kentucky across the Ohio River and to points north. Some of the major trails converged in eastern Ohio and still others found their way toward western Ohio. Today, these and other paths to freedom crossed the present-day Ohio Turnpike. Other trails even traveled along portions of the Ohio Turnpike where it exists today. These historical markers are a great educational opportunity for Ohio Turnpike travelers and visitors to the Portage and Brady's Leap Service Plazas.

The Ohio Turnpike Service Plazas provide services to an estimated 22 million visitors annually. At Portage Service Plaza alone, an estimated 3.1 million visitors will have an opportunity to learn about the Underground Railroad when they walk past the markers. Surely, they will pause to read and reflect on the meaning of the stories displayed for all to see.

The first set of Underground Railroad Markers were dedicated by the Friends of Freedom Society in 1999. "The history of the Underground Railroad and Ohio's role in that endeavor remains a source of inspiration, reminding us who we were, who we are, and who we can be. It was the nation's first Civil Rights Movement," said Cathy Nelson, Founder & President Emeritus of the Friends of Freedom Society.

B. HOW PORTAGE SERVICE PLAZA GOT ITS NAME

Most transcontinental travelers are familiar with the Continental Divide that separates the watersheds of the Atlantic and Pacific Oceans.

Another great divide that separates the vast basins of the St. Lawrence River and Mississippi River traverses northern Ohio in a general east-west direction. Northward from this divide Ohio's rivers and streams flow into Lake Erie and their waters are carried on through Lake Ontario and the St. Lawrence River into the Atlantic Ocean. Southward from the divide the waters course into the Ohio River and the Mississippi River – Father of Waters – to the Gulf of Mexico.

GENERAL AREA INFORMATION HANDOUT

In traveling north and south across the divide in Ohio the Indians made use of the convenient river routes. They paddled their canoes as far upstream as possible and then carried the light craft overland across the divide to the headwaters of another stream, continuing downstream to their destinations. The trip over the divide was known as a portage. The historical importance of the portage is reflected in the naming of Portage County, in which the Portage Service Plaza is located, and the Portage Lakes in Summit County, south of Akron.

Some of the portages across the divide in Ohio became important routes of trade and warfare. One of the most famous of these was an eight-mile portage through the present site of Akron from the deep gorge of the Cuyahoga River, where it curves northward toward Lake Erie, to the Portage Lakes at the head of the Tuscarawas River, a branch of the Muskingum River, which flows into the Ohio River. This portage was so well known that it was used as a boundary line in several important treaties.

A portage across the divide in north central Ohio linked the Scioto and Sandusky Rivers in the vicinity of Upper Sandusky to provide another important route from Lake Erie to the Ohio River. A western Ohio route between the lake and the Ohio River utilized an easy portage linking the Great Miami River with the headwaters of the Auglaize River, a tributary of the Maumee River, in the vicinity of Wapakoneta.

The cross-state divide separates rivers whose courses were determined in large part by glaciers which covered northern Ohio many thousands of years ago. In the vicinity of Akron and Mansfield the divide is prominent and rugged. Its highest point, just east of Bellefontaine, is 1,550 feet. Where the Ohio Turnpike crosses the divide, two miles west of the Portage Service Plaza the elevation is 1,253 feet – highest point on the 241-mile toll road. Near Marion, the divide is so nearly flat that the headwaters of the Scioto and Sandusky Rivers almost meet. In fact, they did converge during the disastrous 1913 Ohio flood, and the waters stood there like a pond, trying to decide whether to flow to Lake Erie or join the raging flood in the Scioto and Ohio River valleys.

Perhaps the most celebrated spot along the 300-mile length of the divide in Ohio is a barn on the Craig farm at an elevation of 1,265 feet, seven miles west of Mansfield, between the Palmer Springs head of the north-flowing Sandusky River, and the pond from which arises the south-flowing Mohican branch of the Muskingum River. It was this spot to which one of Ohio's famous sons, President James A. Garfield, referred when he said, in Victorian eloquence, "A little bird standing on the ridge of that barn can, by a flutter of its tiny wings cast a drop of water into the Gulf of St. Lawrence or the Gulf of Mexico."

The portage across the divide, used first by the Indians, later served the trappers, traders, soldiers and settlers. They subsequently became the pathways for the early turnpikes, canals, railroads and highways that enabled Ohioans to improve their meanings of shipping and receiving goods, thus bringing prosperity to farms and towns in all parts of the state.

GENERAL AREA INFORMATION HANDOUT

C. HOW BRADY'S LEAP SERVICE PLAZA GOT ITS NAME

Captain Samuel Brady's 22-foot leap across the Cuyahoga River to escape pursuing Indians climaxed the frontier career of a scout who has been described as the Daniel Boone of the northeast Ohio valley. The famous broad jump occurred in what is now Kent, Ohio, about 12 miles southwest of the Brady's Leap Service Plaza.

Brady spent his boyhood in western Pennsylvania at a time when Indian raids were only too common. His mother died when he was young, and the Indians killed his father and brother. Young Brady was then placed in a home with a family that had previously adopted Simon Girty, whose name later became a curse among American settlers when he sided with the Indians and the British and allegedly participated in many a massacre of his fellow-countrymen.

The two boys grew up almost as brothers, both fond of adventure and accustomed to hardships. About the time the two came of age their foster parents were slain by marauding Indians, but the boys escaped and began to go their separate ways – Brady as the terror of the Indians, Girty as the scourge of the white settlements.

Brady had many hair-raising experiences before he made historic leap for life. General Samuel Brodhead, who was in command of Fort Pitt during the Revolutionary War, sent Brady and some companions into the Ohio country in 1780 after hearing that the British and Indians were about to march on Fort Pitt. The Indians were siding with the British in the war in order to avenge the past grievances against the colonists. Brady, dressed and painted like an Indian, waded in the Sandusky River to an island (today called Brady's Island) where he watched the activities of the Indians in the village that later became Fremont, Ohio.

But Brady's scouting prowess was not invulnerable and he was captured by the Indians, who prepared to burn him at the stake. Among the Wyandots and dressed as an Indian was his old pal Girty, who only sneered at Brady's pleas to be saved. As the flames began to lick about his feet an Indian maiden – so the story goes – rushed to his aid. In the confusion Brady broke the cords already weakened by the fire and shoved the squaw into the blaze. While the surprised Indians turned their attention to rescuing the girl, Brady made his escape.

Fleeing for many days, Brady reached the Cuyahoga River at a point where Kent, Ohio, is now located. With the Indians hot on his trail he followed the stream to its narrowest point and leaped across, pulling himself up on the other side grasping roots and underbrush. The Indians first halted in astonishment, then three or four of them fired their rifles at Brady, wounding him slightly in the leg. However, while the Indians searched for a shallow place at which to cross the river, Brady escaped to a pond about a mile east and hid under some lily pads, breathing through a hollow reed. Following the trail of blood, the Indians pursued him to the edge of the lake. There, being unable to locate him, they decided that he had probably drowned himself rather than be captured. The next morning Brady emerged from the water and escaped to safety. The pond is now called Brady Lake and lies between Kent and Ravenna on Ohio State Route 59.

This was the last expedition of its kind in which Captain Brady was engaged. He never fully recovered from the hardships of this ordeal. He was ever afterwards lame and also became quite deaf – an affliction which he attributed to his long stay in the lake.

GENERAL AREA INFORMATION HANDOUT

The information which Brady brought back to General Brodhead concerning Indian power and movements in the Ohio country resulted in the latter's decision to march west and attack the Indians, as General George Washington had been urging him to do. The march resulted in some minor victories, but the Indians' power was not smashed until after the Revolution, and as a result of General Anthony Wayne's victory in 1794 over the Indian confederation at Fallen Timbers, near Maumee, Ohio.

Emulating Captain Brady, the Ohio Turnpike leaps the Cuyahoga River at two locations and on twin bridges at both points. One crossing, on structures 210 feet long, is five miles west of the Brady's Leap Service Plaza. The other is on twin structures each a half-mile long just west of the Akron interchange. The latter are the longest bridges on the Ohio Turnpike. The Cuyahoga is the only river crossed twice by the turnpike.

D. SURROUNDING AREA DEMOGRAPHICS & ECONOMY

Mantua, OH Demographics

Livability **72**- #629 ranked city in Ohio; #7,854 ranked city in USA;
Ranks better than 73% of areas

Amenities **D+**

Cost of Living **B+** 9% less expensive than the US average

Crime **A+** 65% lower than the US average

Employment **F** 9%-100% higher than the US average

Housing **D** Median home value \$134,100- 27% lower than the US average

Schools **A-** H.S. graduation rates 92%- 10% higher than the US average

Weather **D**

Mantua Demographics Profile

Statistic	Mantua	Ohio
Population	1,153	11,586,941
Population density (sq mi)	822	288
Median age	45.7	39.3
Male/Female ratio	1.0:1	1.0:1
Married (15yrs & older)	50%	56%
Families w/ Kids under 18	42%	42%

GENERAL AREA INFORMATION HANDOUT

Speak English	98%	93%
Speak Spanish	1%	2%

Mantua, OH has a population of 1,153 and is the 14,276th largest city in the United States. The population density is 822 per sq mi which is 185% higher than the Ohio average and 807% higher than the national average. The median age in Mantua is 46 which is approximately 16% higher than the Ohio average of 39. In Mantua, 50% of the population over 15 years of age are married, 98% speak English and 1% speak Spanish. 84% of Mantua residents were born in Ohio, 14% were born out of state, 1% were born outside of the United States and 1% were foreign born.

E. COMING ATTRACTIONS: EV CHARGING STATIONS

Service Plaza Operations manages the provision of auxiliary services to Toll Road by offering commercial and passenger traveler's comprehensive services and amenities, so they do not have to exit the roadway. The primary responsibilities are to provide wide-ranging customer services and information to travelers as well as oversight of the Ohio Turnpike's facilities. Service Plaza Operations ensures that the plazas are operated and maintained in a manner consistent with the standards of operation required by the Commission to meet the needs of traveling public.

Looking forward, we're working to Showcase 21st Century Concession Services. The goal is to provide ***the best technological innovations*** in delivering services to the traveling public. We work to maximize speed and convenience for our customers while providing the best in personal customer service around the clock.

One example of these technological advances is ELECTRIC VEHICLE CHARGING. The Ohio Turnpike is already happy to provide sixteen (16) Electrify America charging stations featuring 50 kilowatt (kW), 150kW and 350 kW DC Fast Chargers. These charging stations are located at Williams County Milepost 20.2 Service Plazas Indian Meadow (Westbound) and Tiffin River (Eastbound) and at Sandusky County Milepost 76.9 Service Plazas Blue Heron (Westbound) and Wyandot (Eastbound).

Electrify America stations offer [CCS](#), [CHAdMO](#), and [J1772™](#) connectors. This means that almost every EV model on the road today can charge with us.

When using an Electrify America station, look for the green label for CCS or the blue label for CHAdMO. The maximum available power level is displayed directly below the connectors, ranging from 50kW up to 350kW. If your EV isn't capable of charging at the maximum power level, our chargers will automatically give you the fastest charge your car can handle. Just plug in and the charger display screen or the Electrify America mobile app will tell you all you need to know and help manage the charging session.

The dual charging cables are not designed to charge two vehicles at the same time, but rather to easily reach your car's charging port—no matter where it's located. If either connector is in use, look for a different open charger.

GENERAL AREA INFORMATION HANDOUT

Supporting and continuing The Ohio Turnpike's mission and vision, Service Plazas representatives and other officials are already in the planning stages to move this trend Eastward until all fourteen (14) Service Plaza locations are equipped with EV Charging.

Portage and Brady's Leap Service Plazas are presently expecting to see construction of their EV Charging Stations within the initial terms of the new Food and Retail Concessions Contract, likely in calendar year 2021.

F. REGIONAL ECONOMIC DEVELOPMENT

Less than 20 miles down the Turnpike in nearby Lordstown, Ohio at Exits 214 and 215, General Motors is partnering with a South Korean company to bring a brand-new state of the art battery plant to the community. With it, more than one thousand jobs.

Then there's the TJX project and the Lordstown Motors corporation. It's a start - but is it enough to put a dent in the void that was left behind? "Things aren't quite as dire as what we thought they were," said Lordstown Mayor Arno Hill. He said, along with the TJX Distribution Center construction and the proposed \$2.3 billion battery plant, a lot has happened in the last 15 months.

The Lordstown Energy Center got up and running, and a second cutting edge plant will be built next year.

Lordstown Motor Corporation also plans to produce electric trucks in the former GM Lordstown plant. A Lordstown Motors Corp. official said he expects the company's capital raise to be completed by the end of March 2020. (WFMJ TV – December 2019)

John LaFleur, chief operating officer for Lordstown Motors, was among several representatives of the startup electric vehicle manufacturer on hand for the first of two supplier procurement events at Stambaugh Auditorium. LaFleur and Rich Schmidt, Lordstown Motors' chief production officer, addressed the assembled potential vendors.

Approximately 450 individuals representing potential vendors registered for the January 2020 event, reported Lauren Johnson, 422 Corridor and business development manager for the Youngstown/Warren Regional Chamber.

The Regional Chamber hosted the event, which was targeted to plant-related suppliers. Chamber officials are anticipating more than 300 individuals to register for the Feb. 4 event, which is targeted to suppliers for the vehicles themselves.

Describing the response to the event as enthusiastic "would be nothing if not an understatement," Johnson said.

Lordstown Motors has been "very active" on several fronts regarding financing and is now transiting to larger institutional fundraising, or strategic partners, LaFleur said. The company is aiming to raise upwards of \$300 million to fund startup costs at the plant, where it plans to manufacture its Endurance electric truck.

GENERAL AREA INFORMATION HANDOUT

“Financially, we’re having a great response to fundraising. We anticipate our own raise to be done by the end of March,” he said.

Company officials met Monday with representatives of the U.S. Department of Energy about a potential \$200 million loan from the Advanced Technology Vehicles Manufacturing loan program, as well as possible grant funds from JobsOhio, Ohio’s private nonprofit economic development corporation.

The Department of Energy loan “may or may not happen but we certainly are open to it and very interested in that type of support,” he added.

“Completing fundraising by the end of March should provide plenty of time to get the vehicle up and running into production,” he continued. “There’s nothing going to hold us up in development of this vehicle,”

Retooling work is already underway in the plant.

“My team’s working on the development of the facility as far as the flow of the plant,” Schmidt said.

Lordstown Motors looks to produce 20,000 vehicles its first year in a plant that’s designed to manufacture 500,000, “so I have to look at how to shrink that and be efficient,” he continued. The plant previously was owned by General Motors Co., which manufactured the Chevrolet Cruze there until last year.

He also needs to look at how to increase the “envelope size” of the plant. “It was built for the Chevy Cruze so it’s a smaller box and we’re going to a larger truck,” he said. Lordstown Motors already is in negotiations with some of its contractors, and once it has outlined the scope of work, it will begin bidding that work.

Retooling of the plant should take six or seven months.

“We are planning to ramp this up in record speed,” LaFleur said. “Some people are nervous about it, others are excited, and we want both.”

The company also is in the process of building alpha and beta versions of the vehicle for testing, Schmidt said. The alpha builds are underway and about 30 betas will be hand-built in June at the factory. Preproduction builds will start in September.

Full production is expected to begin in November, with 300 to 500 manufactured depending on how the ramp-up goes, he said. The company is targeting manufacturing of 20,000 vehicles in 2021.

Employment on the production side should be at 500 during the beta period — around April or May — and a second shift added by the end of this year. Employment should be up to 1,500 by mid-2021, he said.

The company has “just started” discussions with the United Auto Workers, LaFleur said.

GENERAL AREA INFORMATION HANDOUT

“We really don’t need to engage until they engage with us because you have to have a workforce that votes and wants a union,” he said. “Crucial discussion really won’t happen until they want to start forming a union. We’re completely open to it and we would embrace it, if that’s what the employees want.”

January’s event drew vendors from 10 states in addition to Ohio, as well as two international firms, and Johnson said she expects the Feb. 4 event to draw a similar response. Through registration, information about the attendees was being gathered for Lordstown Motors officials to evaluate.

“We’ve gotten inquiries from companies across the spectrum,” she remarked. “We know that there will be a wide variety of opportunities generated for service providers, suppliers to the facility itself, as well as automotive suppliers.”

Potential Lordstown Motors vendors attending the event seemed encouraged by what they heard.

“We foresee ourselves doing a lot of construction and maintenance work for the plant, specifically with their electrical apparatuses,” said Dominic Donofrio, business development manager for Enertech Electrical Inc., Lowellville. The company provides “comprehensive electrical services that we feel would partner well with Lordstown Motors Corp.”

Jugenheimer Industrial Supplies, Hubbard, previously supplied the former GM Lordstown plant and now is selling to the Lordstown Energy Center in the village. The company, which sells products including gloves, fasteners and drill bits, is “looking to get into the maintenance end of the business,” said President Rick Jugenheimer.

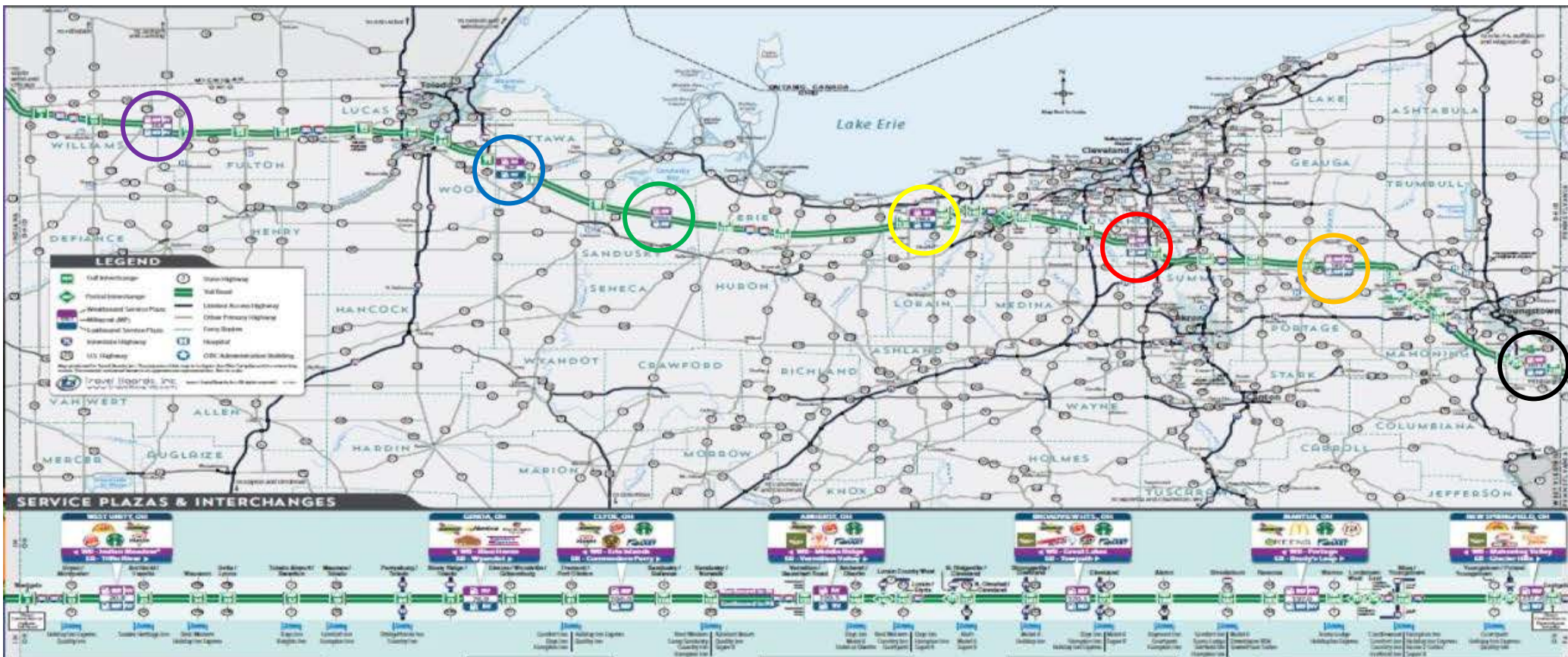
Brittany Mendez, vice president of operations at Sherman Creative Promotions, Boardman, also attended the event to explore potential opportunities. The company sells branded apparel and other promotional products.

“Getting to work with a new venture here in my hometown of Lordstown is really exciting,” she remarked. “It’s a great opportunity for all businesses in the area.”

Among the out-of-state vendors who attended was Scott Corum, sales manager for Browne Laboratories Inc. in Chattanooga, Tenn., which specializes in industrial and commercial water treatment. Corum said he worked with members of Lordstown Motors’ management team when they were employed at Tesla and has “a lot of confidence” in the new venture.

“It’s exciting,” he said. “They have a good product. They have a phenomenal facility.”

The mayor believes this economic development in the area will make for a successful year. “I think 2020 should be a pretty good year,” said Hill. “Hopefully, people start gravitating here. We have been losing population. When you have people working, they help pay the bills. Not only for Lordstown but for other communities around here, the county, and I think that we will be on our way to get a revival around here.” (The Business Journal- March 2020)



<p><u>Indian Meadow/Tiffin River</u> (Milepost 20.8)</p> <p>A-Plus Convenience Store* Burger King Starbucks Sbarro's</p>	<p><u>Blue Heron/Wyandot</u> (Milepost 76.9)</p> <p>Hardees* Red Burrito Gloria Jean's Coffees Traveler's Express</p>	<p><u>Erie Islands/Commodore Perry</u> (Milepost 100.0)</p> <p>Starbucks Sbarro Burger King* Auntie Anne's Pretzels Travel Mart Einstein Brothers Bagels</p>	<p><u>Middle Ridge/Vermilion Valley</u> (Milepost 139.5)</p> <p>Panera Bread Starbucks Popeye's Burger King* Auntie Anne's Pretzels Travel Mart/Ohio Heartland</p>
<p><u>Portage/Brady's Leap</u> (Milepost 197.0)</p> <p>Panera Bread Starbucks Pizza Hut Express/KFC Burger King* Travel Mart</p>	<p><u>Portage/Brady's Leap</u> (Milepost 197.0)</p> <p>McDonald's* Starbucks PZA/Greens Travel Mart</p>	<p><u>Mahoning Valley/Glacier Hills</u> (Milepost 237.2)</p> <p>A-Plus Convenience Store* Panera Dairy Queen Oath Pizza (MV)</p>	

*denotes 24-hour concept



WELCOME

▶ TO THE OHIO TURNPIKE

CONCESSION OPERATOR
OPEN HOUSE

Information Session, Site Visit, and Open House Date



OHIO
TURNPIKE

Open House Scheduled for Service Plazas

The Ohio Turnpike's Service Plaza Operations invite you to an Informational Open House to learn about upcoming Food and Retail Concession Opportunities within our network of distinguished Service Plazas. The open house will be held on Wednesday, November 6, 2019 from 1PM to 4PM at the Middle Ridge Service Plaza (Mile Marker 139.5 Westbound located in Amherst, Ohio).

This event is being held for the benefit of firms interested in learning more about upcoming business opportunities at the Ohio Turnpike's first-class Service Plazas within the next 3 to 5 years in Food and Retail Concessions as well as Master Concession Operator considerations.

Representatives will on hand to answer questions and solicit feedback regarding the RFP process, the Scope of Services, and the structure for Concessions Agreements with the Commission.

THE OHIO TURNPIKE & INFRASTRUCTURE COMMISSION

Middle Ridge Service Plaza
46402 Middle Ridge Rd.
Amherst, Ohio 44001



RSVP Service Plaza Operations at:
serviceplazaops@ohioturnpike.org



OPEN
HOUSE

Seeking Entrepreneurial National & Multi-Brand Concession Operators



Over the next several years...

The Ohio Turnpike and Infrastructure Commission will be issuing Request for Proposals for either:

- ▶ A single food and/or retail service consortium to operate concessions at one or more pairs of service plazas or;
- ▶ Consider a Master Concession Agreement (MCA) to operate an array of concessions and services at one or more pairs of service plazas.
- ▶ Operators will have the opportunity to bid on food and retail concessions or propose a MCA at the Ohio Turnpike's Service Plazas via Request For Proposals (RFP).
- ▶ The RFP for Portage and Brady's Leap Service Plazas will *likely* be issued in early summer 2020 season with proposals due in the fall and awarded in late 2020 to allow for build out during the winter months with operations expected to commence early 2021.

Issuance of RFP's, Dates and other items are Subject to Change



Opportunity to Showcase 21st Century Concession Services

The Ohio Turnpike seeks to provide *cutting edge technological innovation* in delivering concession services to the traveling public. We welcome your ideas to maximize speed and convenience for our customers while providing the best in personal customer service around the clock.



Retail Sales at Plazas

The Plazas have unit space dedicated for Retail Stores or other development. Proposers may consider supplemental retail sale development opportunities at kiosks located in the main lobbies & outdoors, either seasonally or year-round!



Final bid submissions must be delivered by the designated deadline. Deposit in the mail is not sufficient. No submissions may be accepted or withdrawn after the deadline. The party submitting a response to this RFP shall be solely responsible for timely delivery.



**RETAIL
KIOSKS**

Brands

Terms & Agreement for Food and Retail Concessions

The Commission seeks proposals from concessionaires to enter into an agreement to provide **Nationally or Regionally Branded Concepts** for:

- ❖ **Item I.** Build-out and operate **Food and Retail Concessions** by a single operator at one or more sets of plazas.

Or alternatively:

- ❖ **Item II.** Build-out and operate **Food Concessions** by a single operator at one or more sets of plazas; and
- ❖ **Item III.** Build-out and operate **Retail Concessions** by a single operator at one or more sets of plazas.

The initial term of FRC Contracts entered shall be for a period of seven (7) years. The Commission may, at its option, renew the Contract for five (5) additional renewal terms of five (5) years each upon **120 days** advanced written notice. Extension is performance based. The entire term is for a maximum period of 32 years.

- ✓ The Commission **may** consider amending the initial term dependent upon the operator legitimately justifying that the initial investment or other circumstance requires an extended term as compared to alternative proposals.
- ✓ Any requested changes should occur as an “Exception” during the RFP process or will likely be disregarded.



DOWN THE ROAD...

The Commission is open to discussing opportunities to develop:

► *Alternative Business Models including...*

► **MASTER CONCESSIONAIRE AGREEMENTS**

Terms & Agreement for Master Concessions Agreement

The Commission seeks proposals from concessionaires to enter into an agreement to provide :

- ❖ **Item 1.** Build-out and operate **Food and Retail Concessions** by a single operator; **AND** administer the management, performance and/or sub-contracting for multiple lines of business operations at one or more sets of Service Plazas.

The initial term of MCA Contracts entered shall be for a period of ten (10) years. The Commission may, at its option, renew the Contract for five (5) additional renewal terms of five (5) years each upon **180 days** advanced written notice. Extension is performance based. The entire term is for a maximum period of 35 years.

- ✓ The Commission **may** consider amending the initial term dependent upon the operator legitimately justifying that the initial investment or other circumstance requires an extended term as compared to alternative proposals.
- ✓ Any requested changes should occur as an “Exception” during the RFP process or will likely be disregarded.



What might a Master Concessionaire agreement include?

One or more Master Concessionaires that administer the management, performance and/or sub-contracting for multiple lines of business operations at multiple locations...

Which may encompass:



- ▶ *Food & Retail Concessions*
- ▶ *Customer Services/ Information Centers*
- ▶ *Janitorial Services*
- ▶ *Auxiliary Services and Amenities*
- ▶ *Grounds Maintenance*
- ▶ *Facility Maintenance beyond rough-in points*
- ▶ *Lost & Found*
- ▶ *Others as Proposed*

The Commission would likely retain control of certain key functions separate from any Master Concessionaire agreement including...

- 
- ▶ *Service Station Operations, Convenience Stores and Kiosks*
 - ▶ *Food, Beverage, and Laundry Vending Services*
 - ▶ *Marketing, Communications, and Advertising*
 - ▶ *ATM's*

*Property and Facility Management, including Master Concessionaire performance evaluation, would remain the Responsibility of the Commission: *Structures; Real Estate/Property; General Utilities; Lot Lighting; Pavement; Landscaping, etc.*

Procurement

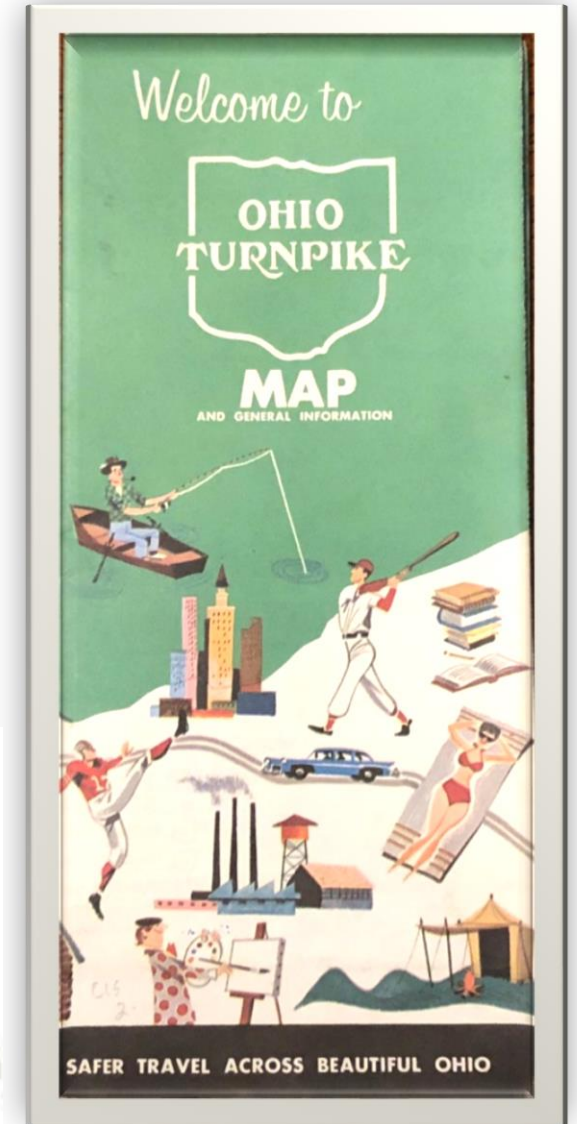
DRAFT

DOING BUSINESS WITH US

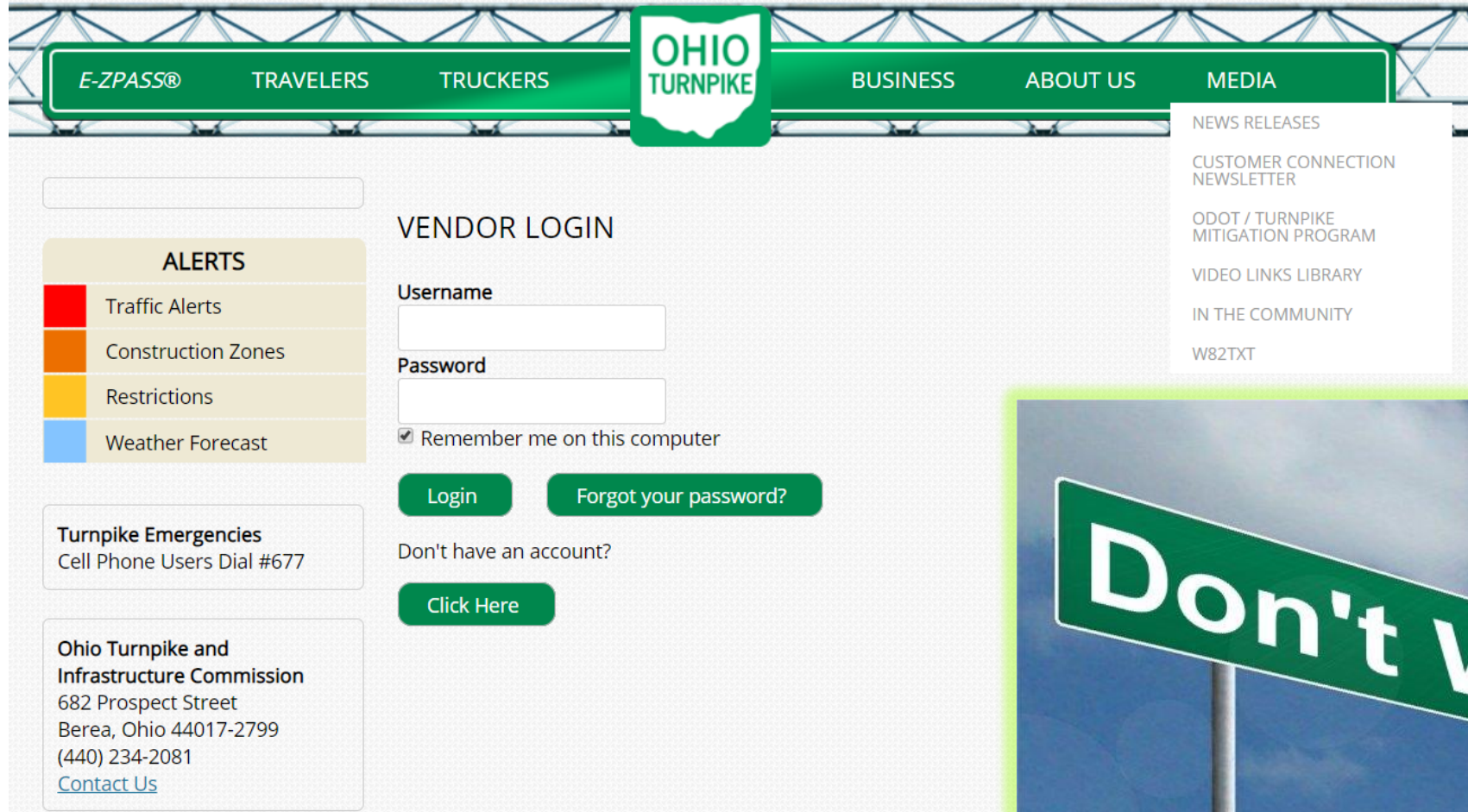
WE VALUE WORKING WITH QUALIFIED PARTNERS ON OHIO TURNPIKE PROJECTS.

The Commission does business with a wide range of businesses including engineering, construction, materials, supplies, consulting and other firms, *including Concessions*. Upcoming opportunities are made public through the Commission's website and other advertising. Each opportunity will be sent by email to all vendors who provide contact information to the Procurement Department by completing the [Vendor Login](#).

Questions regarding Procurement Opportunities should be directed to the Commission's Procurement Manager at, purchasing@ohioturnpike.org



Set Up and Update Your Vendor Account HERE... <https://www.ohioturnpike.org/procurement/vendor-login>



The screenshot shows the Ohio Turnpike website's Vendor Login page. The header features a green navigation bar with links for E-ZPASS®, TRAVELERS, TRUCKERS, BUSINESS, ABOUT US, and MEDIA. The Ohio Turnpike logo is centered in the header. Below the header, there is a search bar and a dropdown menu for the MEDIA section, which includes links to NEWS RELEASES, CUSTOMER CONNECTION NEWSLETTER, ODOT / TURNPIKE MITIGATION PROGRAM, VIDEO LINKS LIBRARY, IN THE COMMUNITY, and W82TXT.

ALERTS

- Traffic Alerts
- Construction Zones
- Restrictions
- Weather Forecast

Turnpike Emergencies
Cell Phone Users Dial #677

Ohio Turnpike and Infrastructure Commission
682 Prospect Street
Berea, Ohio 44017-2799
(440) 234-2081
[Contact Us](#)

VENDOR LOGIN

Username

Password

☒ Remember me on this computer

[Login](#) [Forgot your password?](#)

Don't have an account?
[Click Here](#)



Seeking Partners to Operate Food and Retail Concessions and more at the Ohio Turnpike Service Plazas



Service Plaza Operations Issues RFP: A Great Opportunity!

- ▶ Operation of the food and retail concessions at select Service Plazas! Make your plans now...

**We're excited.
You're invited.**



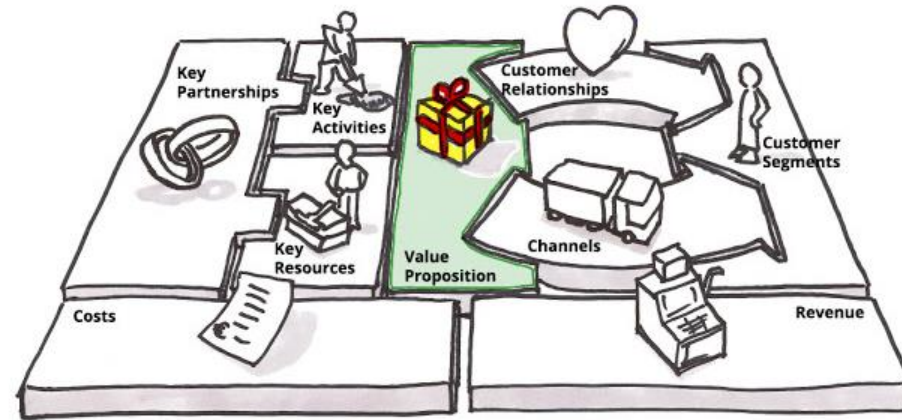
***PARTNERSHIPS WANTED: Be a part of our mission to
provide an exceptional Customer Experience!***

Issue Date/ Questions/ Responses/ Due Date/ Interviews

- ▶ ISSUE DATE: SUMMER, 2020 (*How long should RFP be open?*)
- ▶ QUESTIONS: Questions and Answer Period
- ▶ RESPONSES: All Q & A are posted to The Ohio Turnpike website
- ▶ PROPOSAL DUE DATE XXX, 2020 - 2:00PM EST
- ▶ EVALUATION PROCESS APPROX. 4 WEEKS
- ▶ INTERVIEWS/FINAL PRESENTATIONS: XXX, 2020
- ▶ RECOMMENDATION TO, AND AWARD BY, OTIC COMMISSION BOARD



Business Model



Since 1999, the Service Plazas Operations business model has been adopted to operate very much like shopping mall properties. By working with various OTIC departments and partnering with contracted service providers;

- ▶ *Contracts are competitively bid and awarded for various contracted services.*
- ▶ *Property and Unit Space is licensed and managed by contracted concession operators.*
- ▶ *The Common areas, properties and facilities are maintained and managed by the OTIC.*
- ▶ *Revenues and expenses are shared between the OTIC, concessionaires and contractors through business partnerships.*

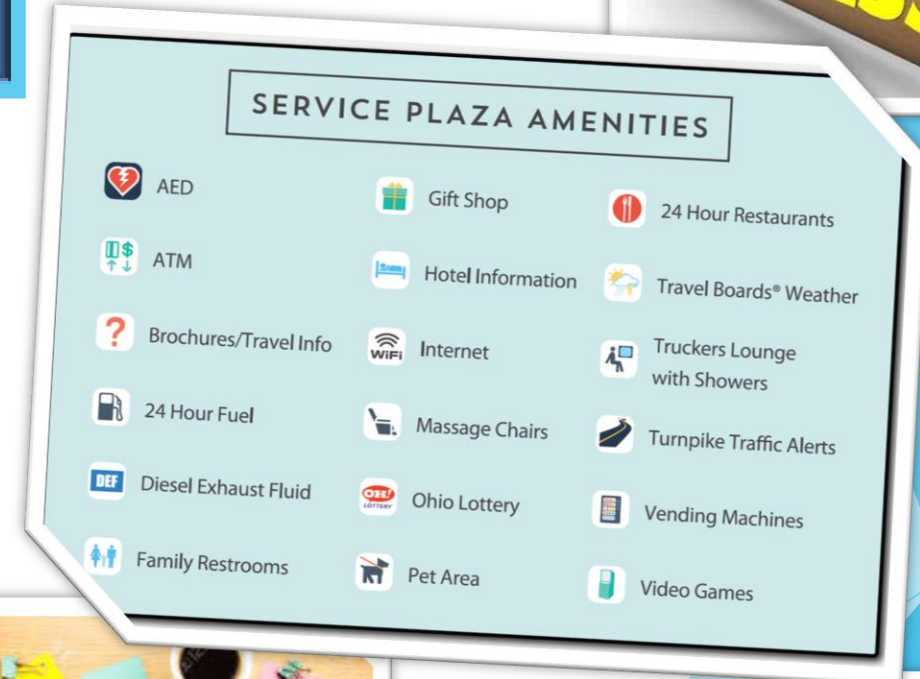


How Do We Choose Concessions?

*GIVE CUSTOMERS A TOTAL
EXPERIENCE THAT MEETS OR
EXCEEDS THEIR EXPECTATIONS*



- ▶ Evaluate Operations, Operators and Needs
- ▶ Customer Feedback
- ▶ Develop Spec's and Scope of Services
- ▶ Conduct a Request For Proposals (RFP) Process
- ▶ Evaluate Proposals



How Do We Evaluate Proposals & Award Contracts?

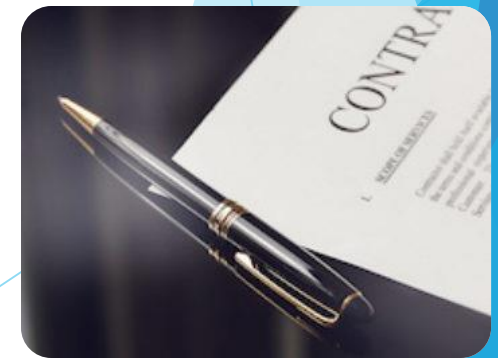
▶ Proposal Evaluation Considerations

- ▶ Scope of Services
- ▶ Operator's Brand Mix Portfolio
 - ▶ Brand Mix - Strength vs. Industry Standards
 - ▶ Customer Capture/Destination Branding
- ▶ ROI to Commission (Sales-Revenue Generating Potential)
 - ▶ Operating Hours/Day parts Served
 - ▶ Price Caps ($> = 10\% - 15\%$ over off-road comp's)
 - ▶ Check Averages
 - ▶ Capital Reinvestment
- ▶ SERVICE AND OPERATING STANDARDS
- ▶ Resources for Construction Build Out
- ▶ Maintenance Plan



How Are Concession Contracts Structured?

- ▶ Revenue Sharing (% of Gross Sales)
- ▶ Property Management Fee
- ▶ Capital Improvement Fee
- ▶ Common Area Maintenance (CAM) Charge
 - ▶ 50% of Common Area Utilities, Janitorial Service and Furniture Amortization (to be modified for MCA)
- ▶ Capital Reinvestment Obligation
- ▶ Annual Guaranteed Minimum Rent (or MAG)



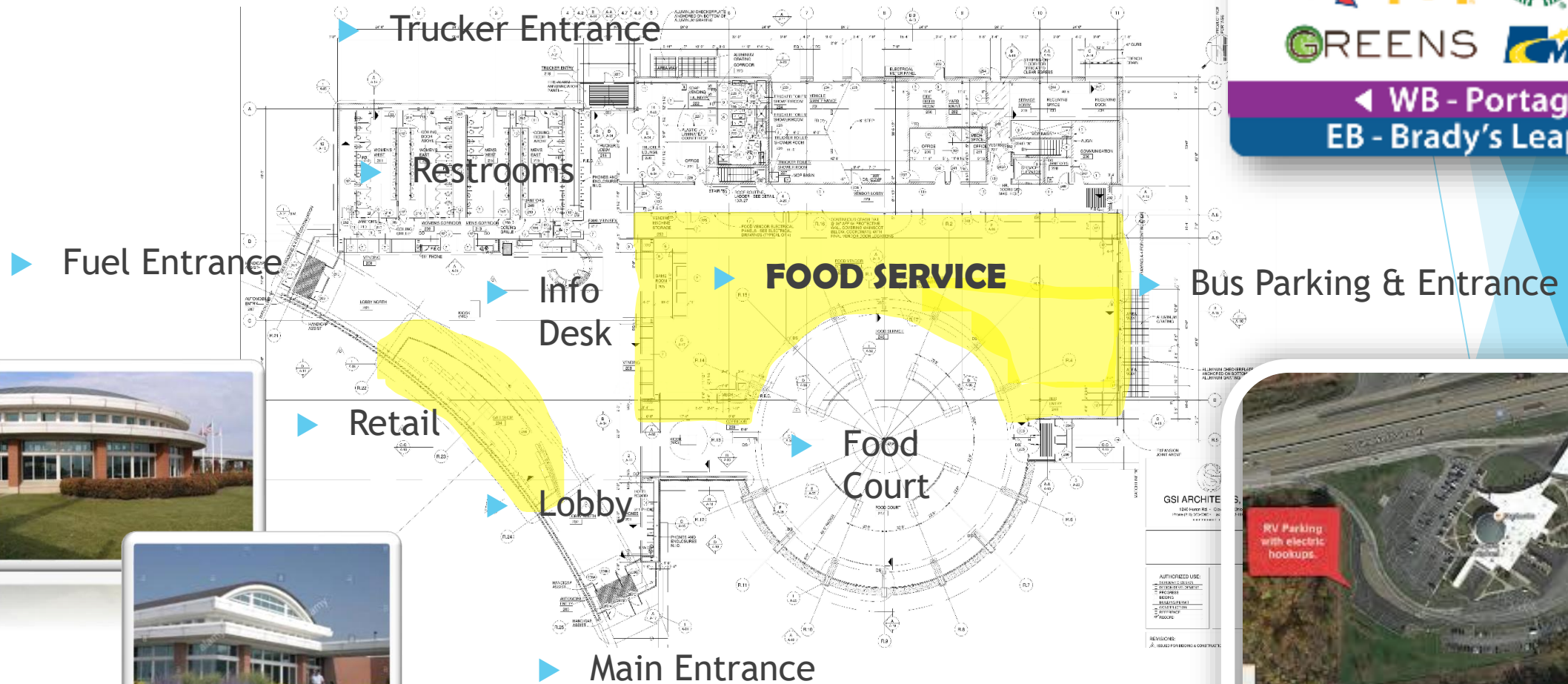
Operator Reinvestments

In addition to the initial Capital Investment buildout costs by the Operator, the Commission will require designated reinvestment obligations on the part of the operator as part of any extension options.



The Capital Reinvestment Obligation is not less than 0.75% of Gross Receipts and to be used exclusively to finance concession capital improvements.

The BUILDING DESIGN: Retail and Food Concessions



Responsible Tenancy

Operator's Responsibility for Facilities

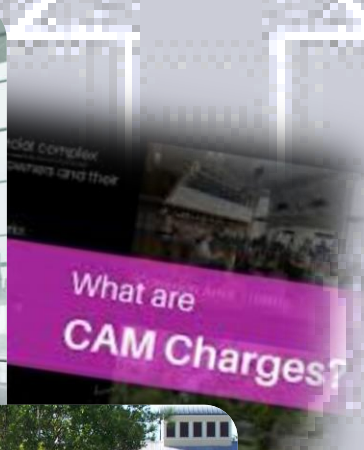
Facilities Management:

Operators must satisfactorily support and rigorously perform facilities management and maintenance, including anticipatory, routine, scheduled and emergency maintenance and repairs within its areas of responsibility.

Operator's are expected to provide excellent stewardship of the assigned areas of the Commission's plaza properties as well as all public areas.



Common Area Maintenance (CAM)



Concession Unit Utilities

- Operators will make their own arrangement with utility companies to the furnish utility services within the assigned Unit space(s) necessary for the operation of the concessions.
- Utility charges accruing for such services within the Units are paid directly to the utility company by the Operator.

OTIC Responsibilities:

CAM Expenses are fifty percent (50%) of the total monthly cost for daily janitorial cleaning and maintenance of the common areas (i.e., rest rooms, lobbies, food court, picnic area, truckers lounge, parking areas, common area trash containers, exterior grounds, other miscellaneous cleaning and specialized maintenance services). The expenses in CAM Charges include the purchase of interior and exterior chairs, tables and plaza furnishings. The CAM Charges also include **fifty (50%)** of all expenses, without markup of any kind, for utility services (electricity, natural gas, water and wastewater for the common areas of the Service Plaza Buildings except for all exterior site lighting).

Service Plaza Ops Overview



Andrew Herberger, Director of Service Plaza Operations

The Department

<https://www.youtube.com/watch?v=TWoJwtwisMU>

Service Plaza Operations Department manages the provision of auxiliary services to Toll Road by offering commercial and passenger traveler's comprehensive services and amenities, so they do not have to exit the roadway. The primary responsibilities of the department are to provide wide-ranging customer services and information to travelers as well as oversight of the Ohio Turnpike's facilities ensuring that the plazas are operated and maintained in a manner consistent with the standards of operation required by the Commission to meet the needs of traveling public.

The original service plazas were built circa 1955 as part of the original Turnpike construction. The Ohio Turnpike's Service Plaza Capital Improvement Program began development in the late 1990's with the first modernized sets of plazas opened to the public in the spring of 1999 under a new and improved business model. As of 2012, all 16 of the original circa 1955 plazas were taken out of service and replaced with 14 modernized facilities.



► *Director*



► *Division Managers*

What Does SP Ops Do?

Service Plaza Operations provides customer service and amenities to the traveling public, provides facility and operations oversight while administering and managing various contracts for:

**What
We
Do.**



- ▶ Service Stations and Convenience Stores
 - ▶ Food and Retail Concessions
 - ▶ Janitorial Services
 - ▶ Vending/Laundry
 - ▶ Video Arcade
 - ▶ Travel Boards
 - ▶ ATM's and
 - ▶ Brochure Distribution

*SPO's currently oversees 14 modernized plazas.
SPO's goal is to provide consistently comprehensive
and competitive services to the public so that travelers
do not have to exit the Ohio Turnpike.*



Our Staff

meet OUR TEAM



Western Division Assistants



Managers



Eastern Division Assistants

Ohio Turnpike Service Plazas



THE JAMES W. SHOCKNESSY OHIO TURNPIKE



Food Court



Restaurants

HMS HOST
SBARRO
Red BURRITO
SUNOCO
7 ELEVEN
TRAVEL MART
Starbucks
PZA
DQ
Covelli Enterprises

TIFFIN RIVER SERVICE PLAZA
 21747 County Rd. M-50, W Unity, OH 43570
 • Burger King; Starbuck's
 • Sbarro by HMS Host

WYANDOT SERVICE PLAZA
 6410 County Rd. 165, Genoa, OH 43430
 • Hardee's; Red Burrito
 • Gloria Jean's Coffee

COMMODORE PERRY SERVICE PLAZA
 888 County Rd. 260, Vickery, OH 43464
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 • Burger King; Starbuck's; Sbarro
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 • Popeye's; Meatball Obsession

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BRADY'S LEAP SERVICE PLAZA
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 • McDonald's
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 • Weaver TruClean

GLACIER HILLS SERVICE PLAZA
 12500 Beard Rd., New Springfield, OH 44443
 • Panera Bread & DQ- 2 locations!
 • Operated by Covelli Enterprises

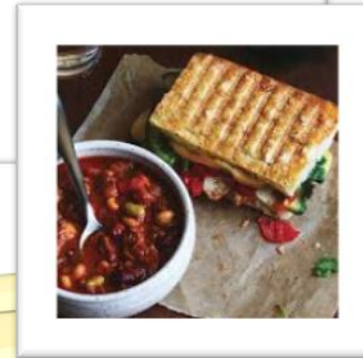
BURGER KING
Traveler's Express
Hardee's
EINSTEIN BROS BAGELS
POPEYES
MEATBALL OBSESSION
Pizza Hut
McDonald's
Weaver TruClean
Panera BREAD



A Place to Sit and Relax...



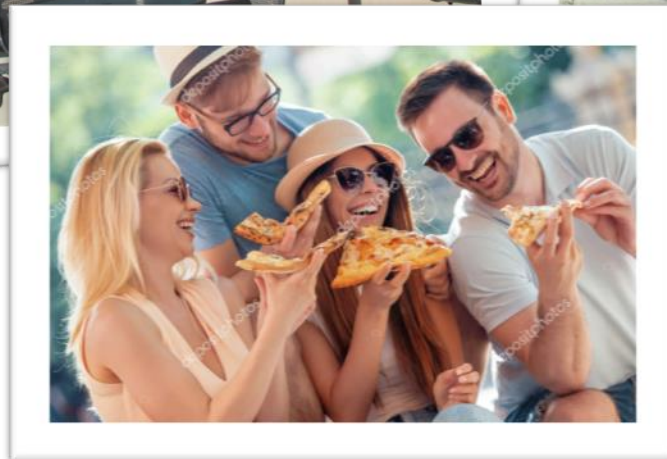
With Dining Options



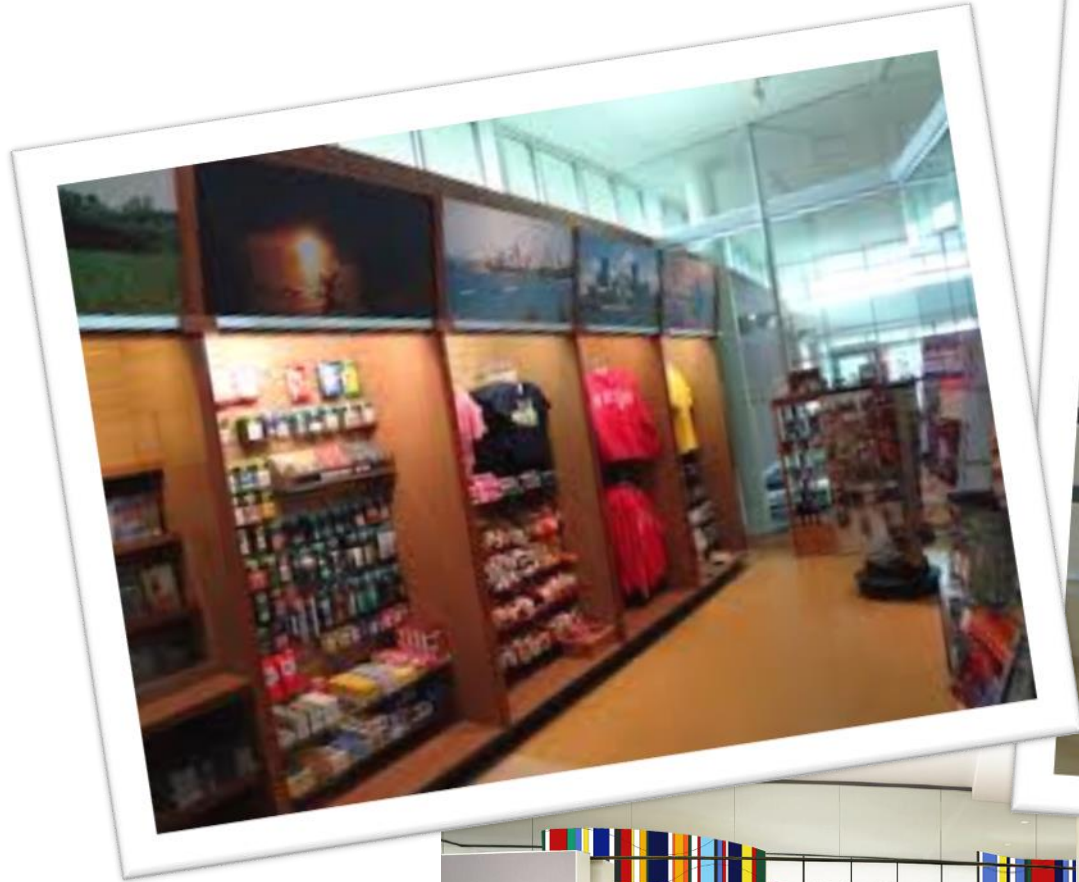
Or Something on the Go!



Even Outdoor Dining!




Travel Store Design



24-Hour Janitorial Services





V.I.P.

CUSTOMER SERVICE

Serving Ohio's Travelers!

Customer Appreciation Events



Sustainability Plans

Operators are encouraged to actively participate in recycling materials generated at the plazas for the areas of responsibility covered under the Agreement. These may include, but are not limited to, cardboard, cooking oils, paper, plastic, metals, pallets and other materials.

The cost or credit of the recycling program shall be borne by the Operator.

Operator's will provide the Commission with an Annual Report indicating the types and amounts of materials recycled at the assigned facilities on the Ohio Turnpike.



What Gets Recycled?



Did You Know? ...the frying oil from the Service Plaza restaurants is recycled. In 2018, service plazas recycled over 216,000 pounds of used fryer oil. In the past, used frying oil from restaurants was considered a waste. Now it's a commodity that provides renewable fuel alternatives. Included in used frying oil is 30% - 35% water which is steamed off and 100% of the "Yellow Fat" remainder is used in the production of Biodiesel fuels...



How to Recycle Cooking Oil



 **Earth911**
More Ideas, Less Waste



More Than Meets The Eye!



Did You Know? ... In 2018, over 39,500 pounds of coffee grounds we donated from the plazas. Starbucks recycles their coffee grounds and places them in 5lb. foil bags and makes them available for customers to take free of charge for use in their home gardening.

COFFEE GROUNDS RECYCLING



Recycling Fun Facts



Did You Know? ...The Service Plazas recycle nearly 13,500 cubic yards of cardboard annually that comes into the plazas as packaging material. Recycled cardboard is collected and sent to paper mills where contaminants are removed. The cardboard goes through a “repulping” process where the cardboard pulp goes into a paper machine and the remaining water drains off forming a fiber mat. The mat moves between a series of heated rollers that squeeze out water, and is wound on large spools for shipping to box manufacturers. Manufacturers use the recycled paper to make new corrugated boxes containing at least 35% or more recycled content.



General Information



General
information



Concession Contracts Overview

5 Year FR Concessions Overview (90 Day Periods)

Projects

PRIORITY

Period Highlight: 5



Plan



Actual



% Complete



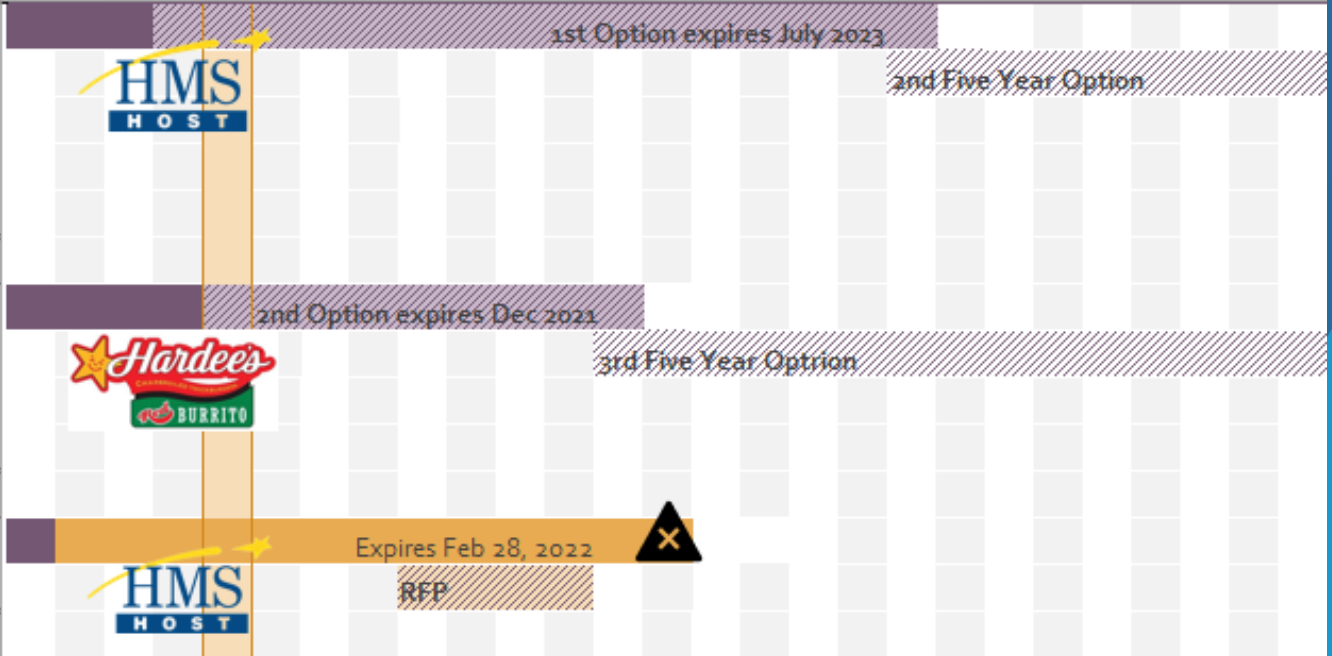
Actual (beyond plan)

PERIODS
12/30/18 3/30/19 6/28/19 9/26/19 12/25/19 3/24/20 6/22/20 9/20/20 12/19/20 3/19/21 6/17/21 9/15/21 12/14/21 3/14/22 6/12/22 9/10/22 12/9/22 3/9/23 6/7/23 9/5/23 12/4/23 3/3/24 6/1/24 8/30/24 11/28/24 2/26/25 5/27/25

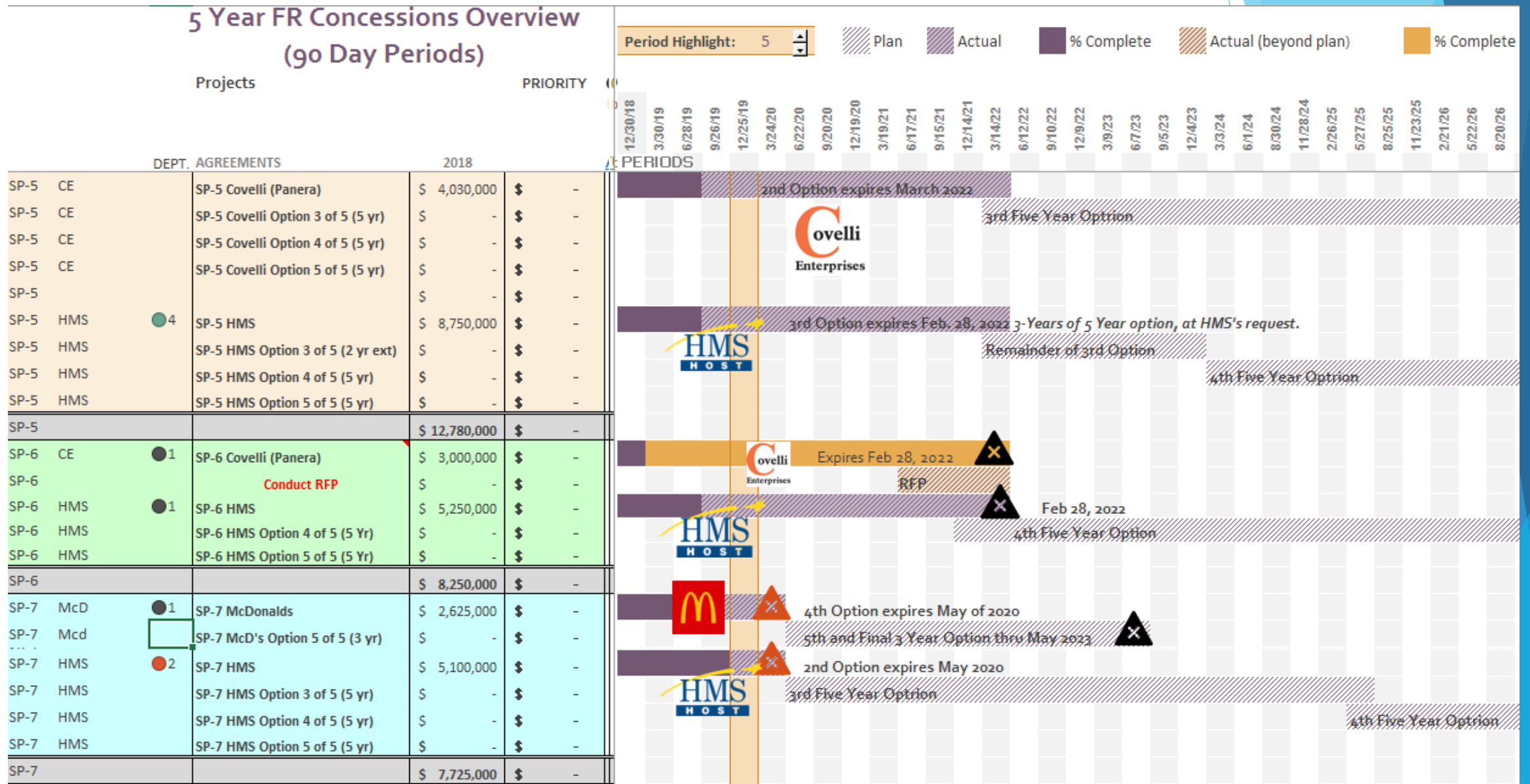
DEPT. AGREEMENTS

2018

SP-1	HMS	3	SP-1 HMS Initial + Option 1	\$ 6,800,000	\$ -
SP-1	HMS		SP-1 HMS Option 2 of 5 (5 yr)	\$ -	\$ -
SP-1	HMS		SP-1 HMS Option 3 of 5 (5 yr)	\$ -	\$ -
SP-1	HMS		SP-1 HMS Option 4 of 5 (5 yr)	\$ -	\$ -
SP-1	HMS		SP-1 HMS Option 5 of 5 (5 yr)	\$ -	\$ -
SP-1				\$ 6,800,000	\$ -
SP-3	HFS	3	SP-3 Hardees	\$ 7,300,000	\$ -
SP-3	HFS		SP-3 Hardees Option 3 of 5	\$ -	\$ -
SP-3	HFS		SP-3 Hardees Option 4 of 5	\$ -	\$ -
SP-3	HFS		SP-3 Hardees Option 5 of 5	\$ -	\$ -
SP-3				\$ 7,300,000	
SP-4	HMS	1	SP-4 HMS	\$ 11,100,000	\$ -
			Conduct RFP		
SP-4				\$ 11,100,000	\$ -



Concession Contracts Overview Cont'd.



Potential Concession Scenario for Portage and Brady's Leap Service Plazas

5 Year FR Concessions Overview (90 Day Periods)

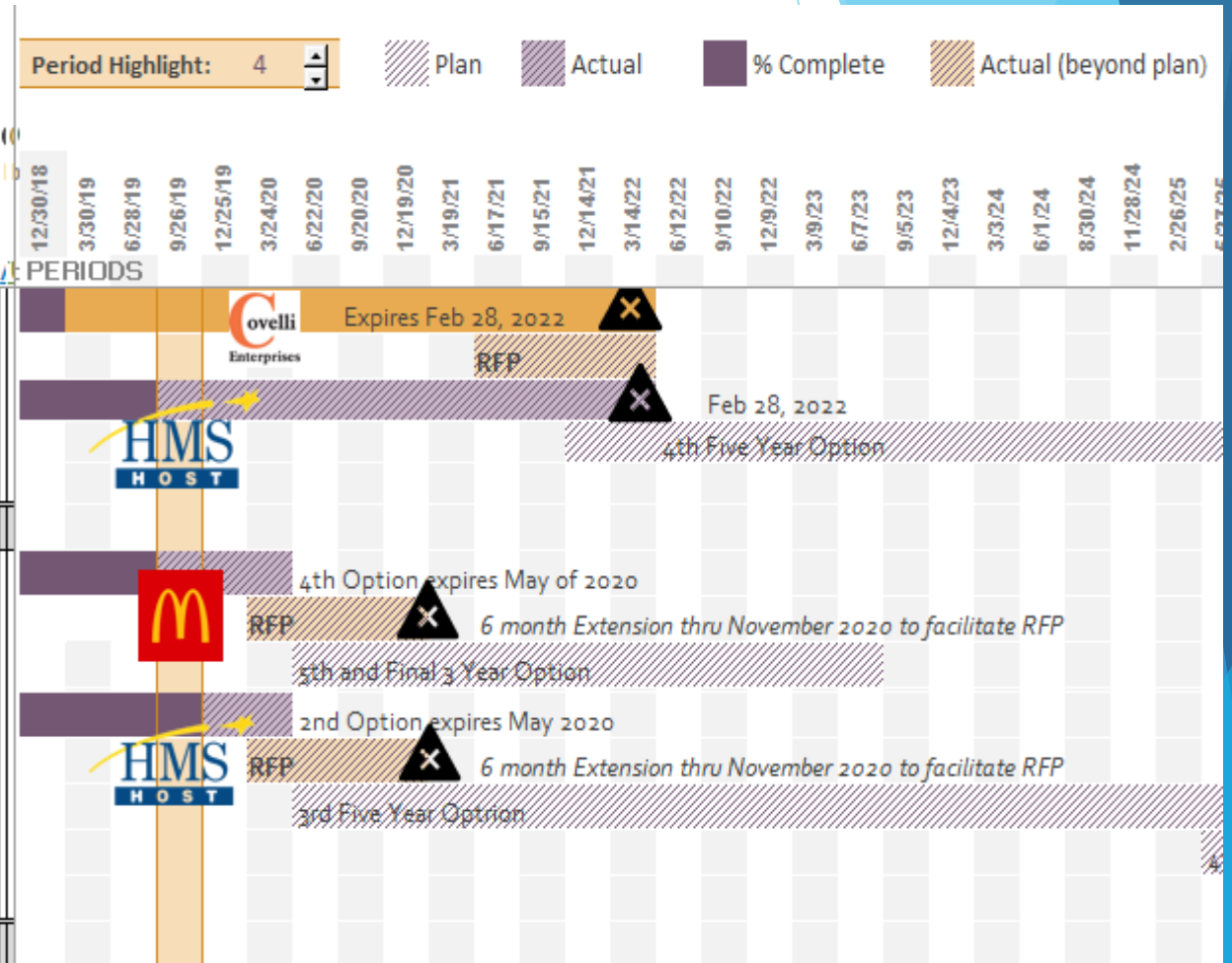
Projects

PRIORITY

DEPT. AGREEMENTS

2018

SP-6	CE	●1	SP-6 Covelli (Panera)	\$ 3,000,000	\$ -
SP-6			Conduct RFP	\$ -	\$ -
SP-6	HMS	●1	SP-6 HMS	\$ 5,250,000	\$ -
SP-6	HMS		SP-6 HMS Option 4 of 5 (5 Yr)	\$ -	\$ -
SP-6	HMS		SP-6 HMS Option 5 of 5 (5 Yr)	\$ -	\$ -
SP-6				\$ 8,250,000	\$ -
SP-7	McD	●2	SP-7 McDonalds	\$ 2,625,000	\$ -
SP-7	McD		Temporary Recommended 6 Mo. Ext		
SP-7	Mcd		SP-7 McD's Option 5 of 5 (3 yr)	\$ -	\$ -
SP-7	HMS	●2	SP-7 HMS	\$ 5,100,000	\$ -
SP-7	HMS		Temporary Recommended 6 Mo. Ext		
SP-7	HMS		SP-7 HMS Option 3 of 5 (5 yr)	\$ -	\$ -
SP-7	HMS		SP-7 HMS Option 4 of 5 (5 yr)	\$ -	\$ -
SP-7	HMS		SP-7 HMS Option 5 of 5 (5 yr)	\$ -	\$ -
SP-7				\$ 7,725,000	\$ -



6
Month
Ext.

6
Month
Ext.

Concession Contracts Overview Cont'd.

5 Year FR Concessions Overview (90 Day Periods)

Projects

PRIORITY

Period Highlight: 5

Plan

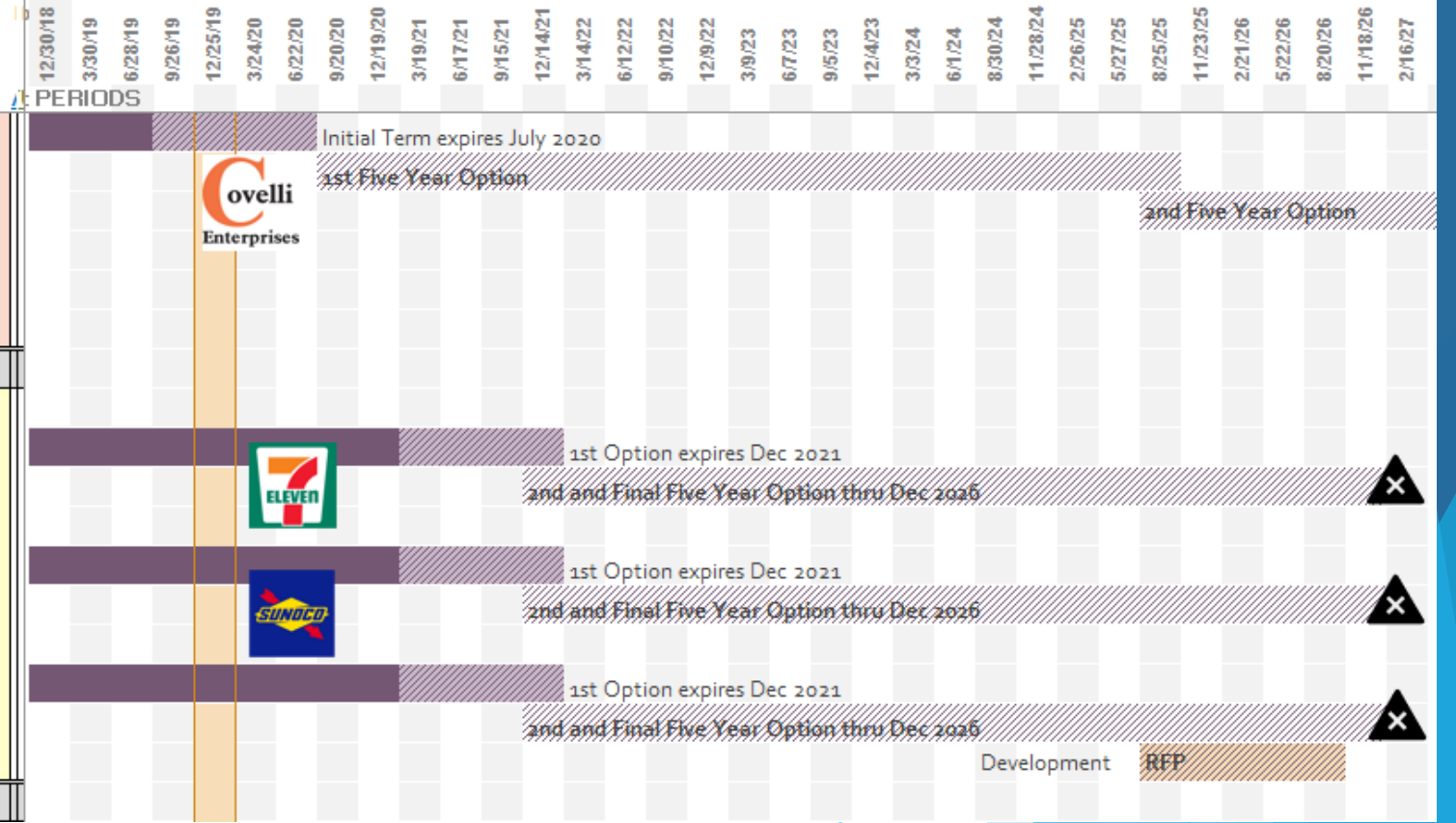
Actual

% Complete

Actual (beyond plan)

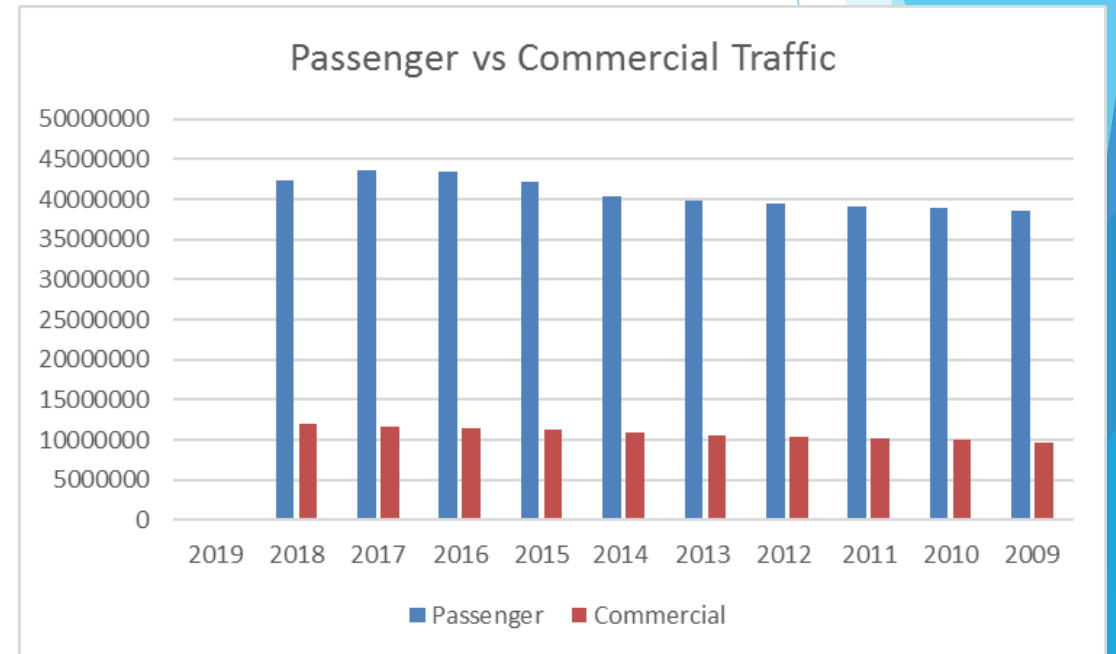
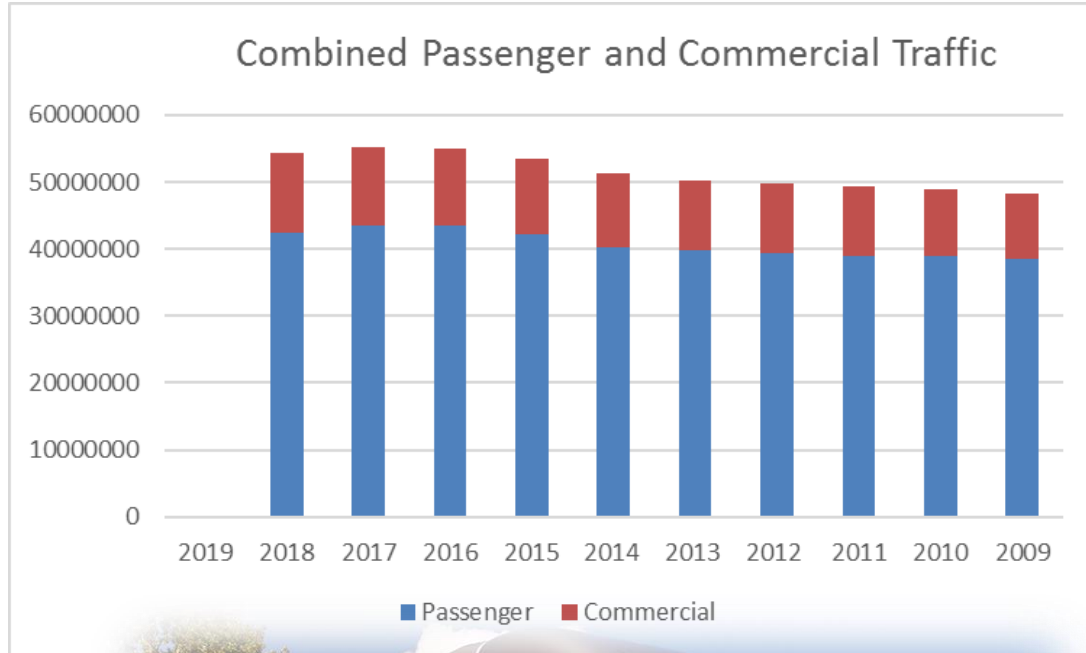
% Complete (beyond)

DEPT. AGREEMENTS			2018		
SP-8	CE	5	SP-8 Covelli	\$ 6,500,000	\$ -
SP-8	CE		SP-8 Covelli Option 1 of 5 (5 yr)	\$ -	\$ -
SP-8	CE		SP-8 Covelli Option 2 of 5 (5 yr)	\$ -	\$ -
SP-8	CE		SP-8 Covelli Option 3 of 5 (5 yr)	\$ -	\$ -
SP-8	CE		SP-8 Covelli Option 4 of 5 (5 yr)	\$ -	\$ -
SP-8	CE		SP-8 Covelli Option 5 of 5 (5 yr)	\$ -	\$ -
SP-8				\$ 6,500,000	\$ -
SP-All	7/11/Sunoco		All SP's Sunoco 1/1/11 - 12/31/16	\$ -	\$ -
	7/11/Sunoco	3	All-SP's 7-Eleven (Option 1 of 2 5 yr)	\$ -	\$ -
	7/11/Sunoco		All-SP's 7-Eleven (Option 2 of 2 5 yr)	\$ -	\$ -
SP-1	7/11		C-Store	\$ -	\$ -
	7/11	3	C-Store (Option 1 of 2 5-yr)	\$ 3,700,000	\$ -
	7/11		C-Store (Option 2 of 2 5-yr)	\$ -	\$ -
SP-8	7/11		C-Store	\$ -	\$ -
	7/11	3	C-Store (Option 1 of 2 5-yr)	\$ 3,400,000	\$ -
	7/11		C-Store (Option 2 of 2 5-yr)	\$ -	\$ -
			Develop and Conduct RFP		
				\$ 7,100,000	\$ -

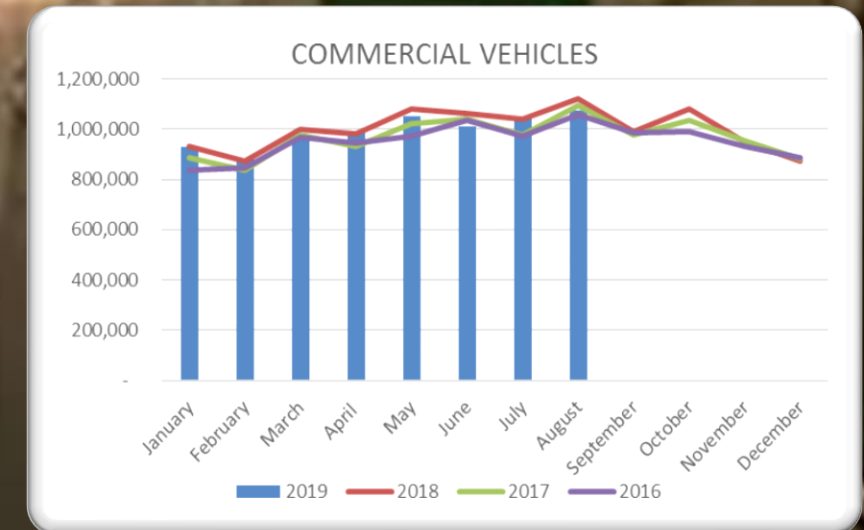
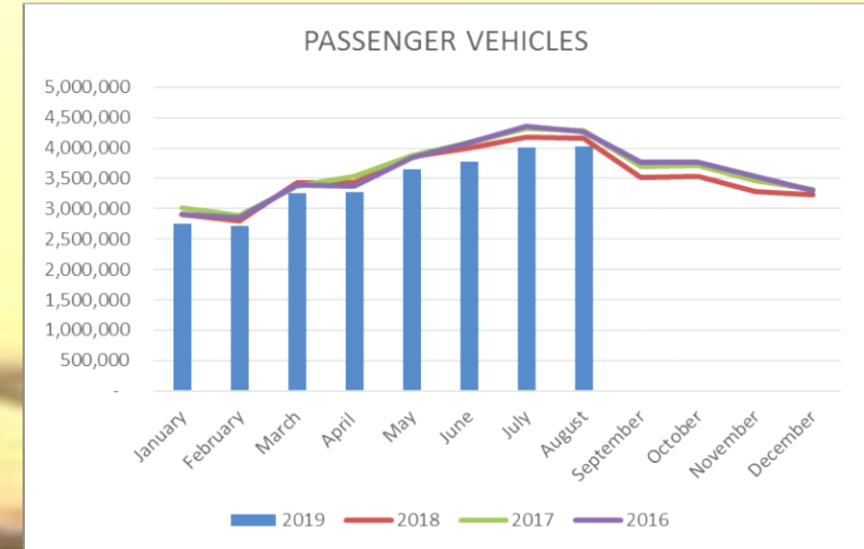
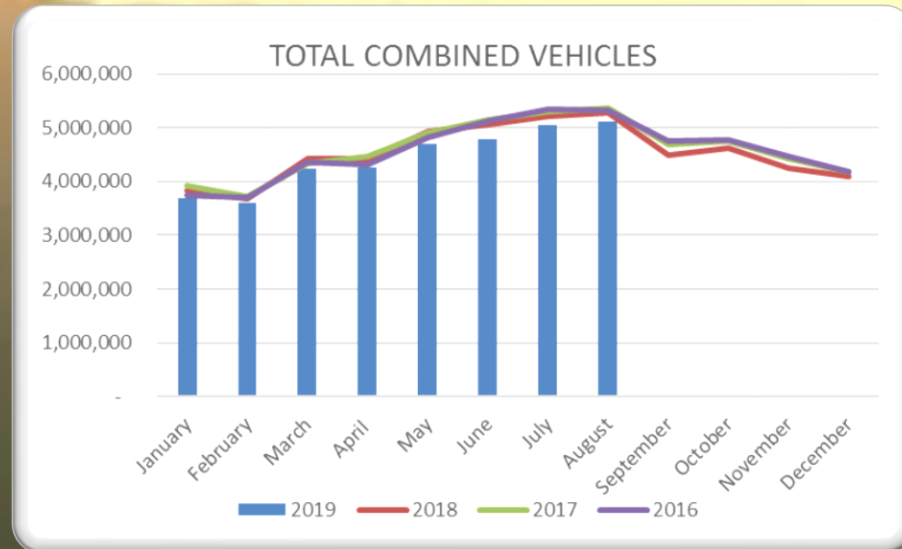


Travel Volume

Vehicle Statistics 2009 thru 2018

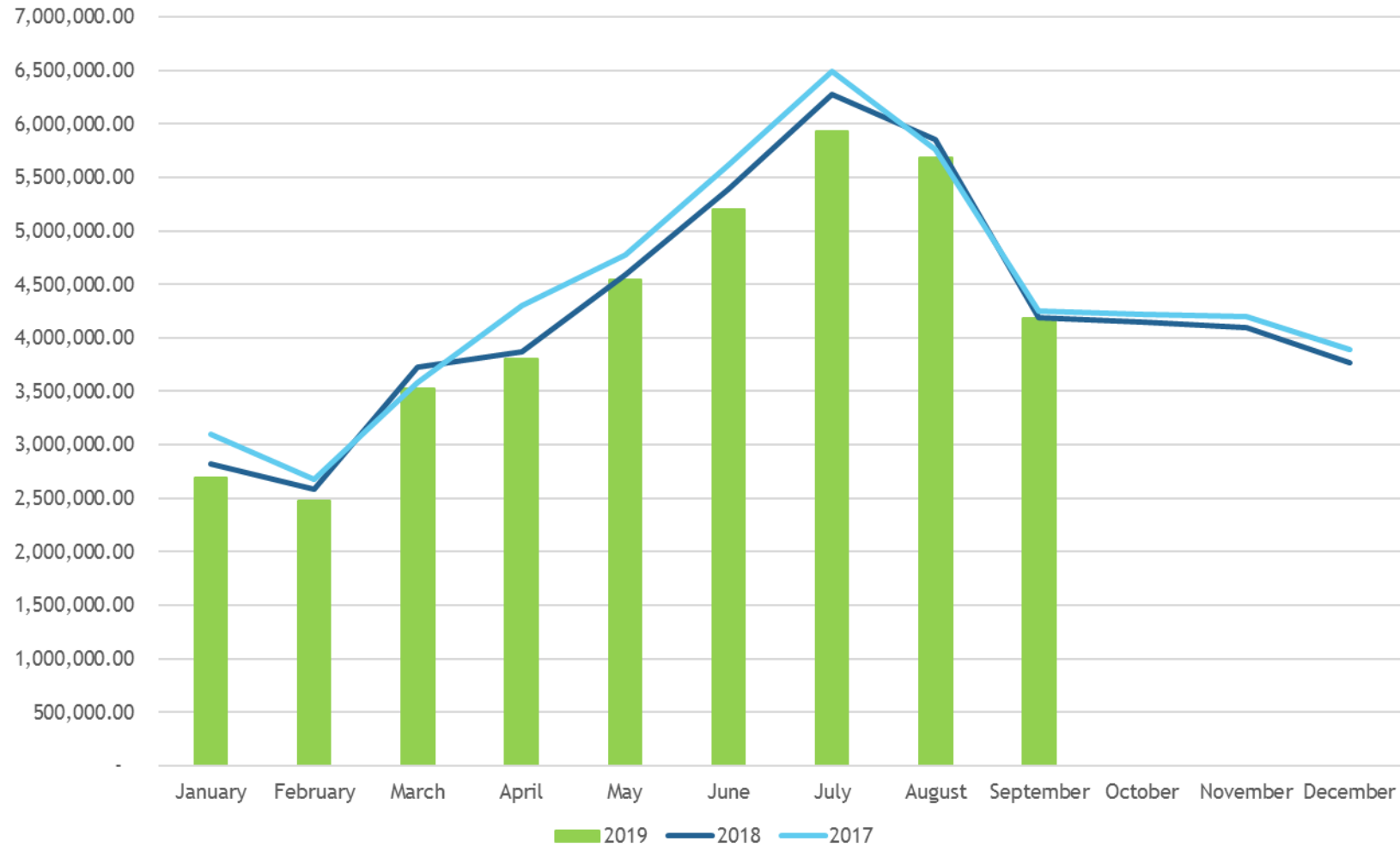


Breakdown: Vehicles by Type / Month

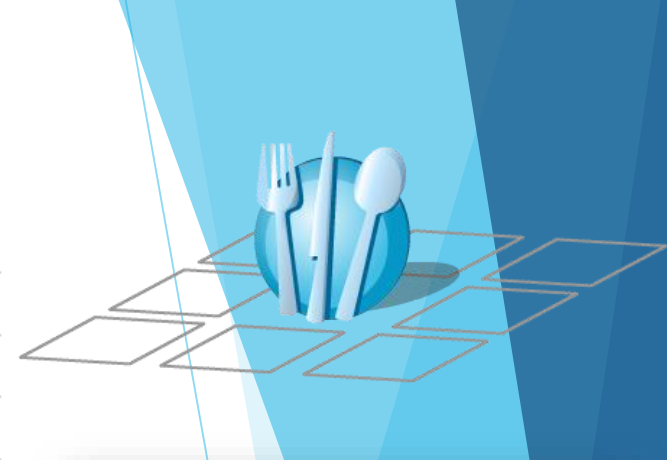


Food Concession Dollars

COMBINED RESTAURANT SALES BY YEAR

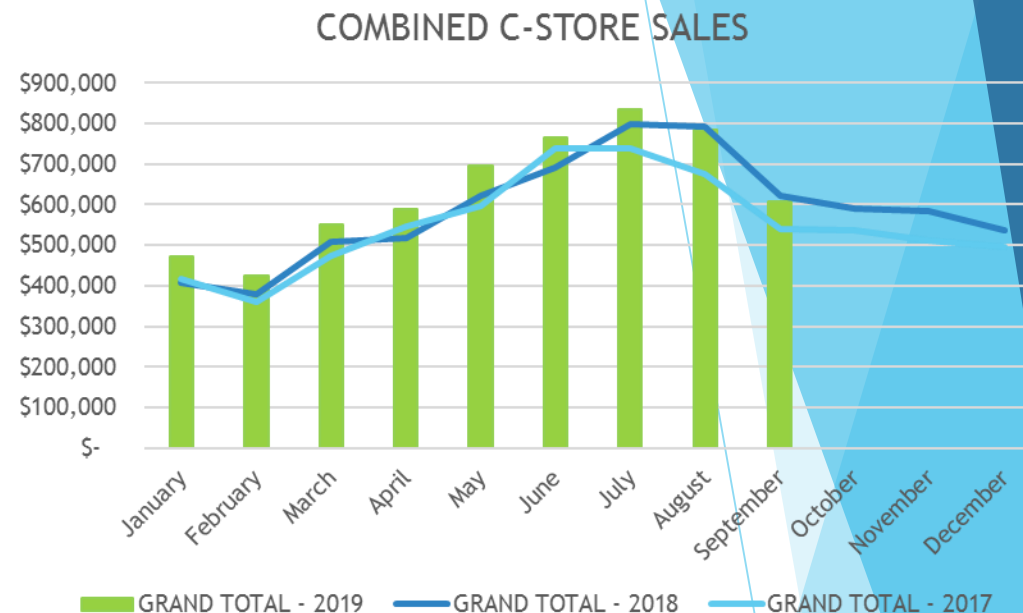
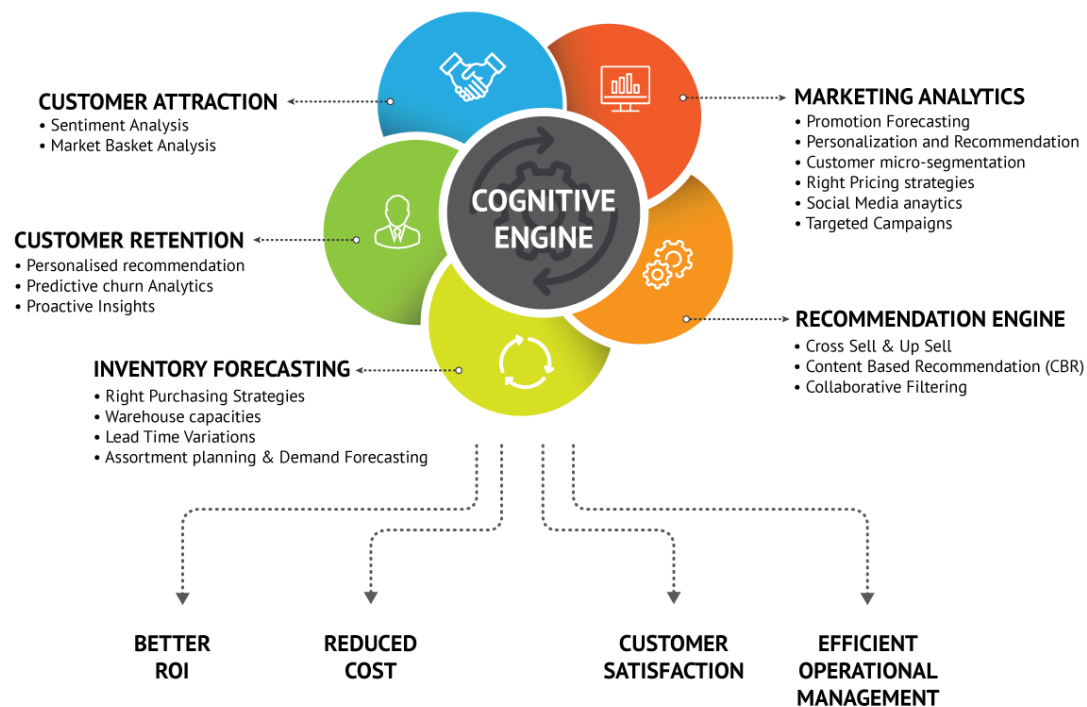


In 2018, Food Concessions generated \$51.2 Million in Combined Sales



Retail Income

In 2018, C-stores and Gift Shops generated \$16.5 Million in Combined Sales



There are Four 24-hour C-store Locations (Avg. Annual Sales \$1.8 Mil each)

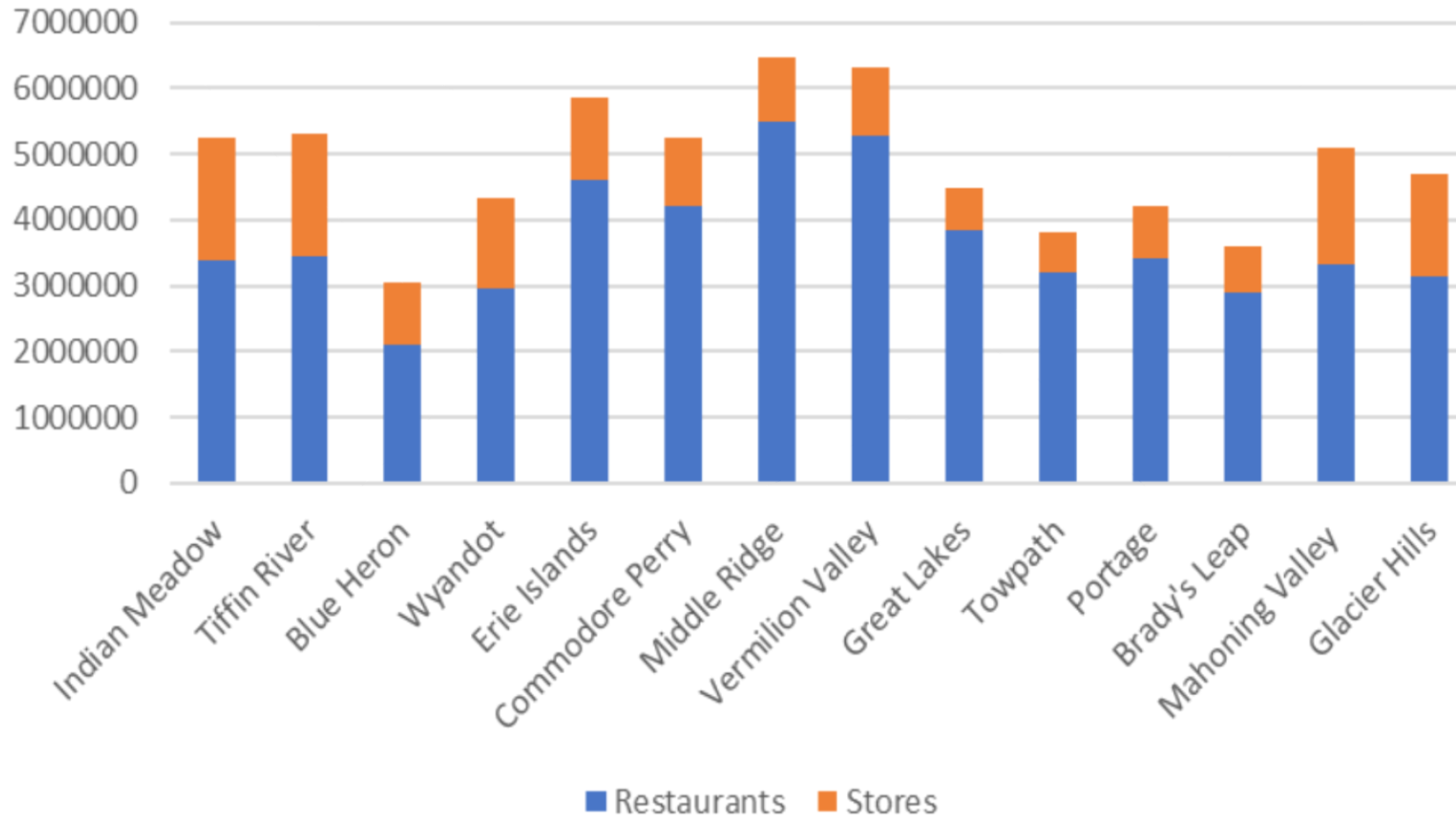
There are Two 24-hour Travel Stores (Avg. Annual Sales \$1.15 Mil each)

There are 8 non-24 Travel Store locations (Avg. Sales \$0.88 Mil each)

**Does not include Service Station Kiosk Sales*

By Location

2018 Inside Concession Sales by Location



HMS HOST

TIFFIN RIVER SERVICE PLAZA
21747 County Rd. M-50, W Unity, OH 43570

- Burger King; Starbuck's
- Sbarro by HMS Host

WYANDOT SERVICE PLAZA
6410 County Rd. 165, Genoa, OH 43430

- Hardee's; Red Burrito
- Gloria Jean's Coffee

COMMODORE PERRY SERVICE PLAZA
888 County Rd. 260, Vickery, OH 43464

- Sunoco/ 7-Eleven
- Burger King; Starbuck's; Sbarro
- Travel Mart; Einstein Bros Bagel

VERMILION VALLEY SERVICE PLAZA
7998 Leavitt Rd., Amherst, OH 44001

- Burger King; Starbuck's
- Popeye's; Meatball Obsessions

GREAT LAKES SERVICE PLAZA
2000 E Edgerton, Broadview Hts, OH 44147

- Sunoco/ 7-Eleven
- Burger King
- Starbuck's; Travel Mart
- Pizza Hut/ KFC by HMS Host

BRADY'S LEAP SERVICE PLAZA
9250 Limeridge Rd., Mantua, OH 44255

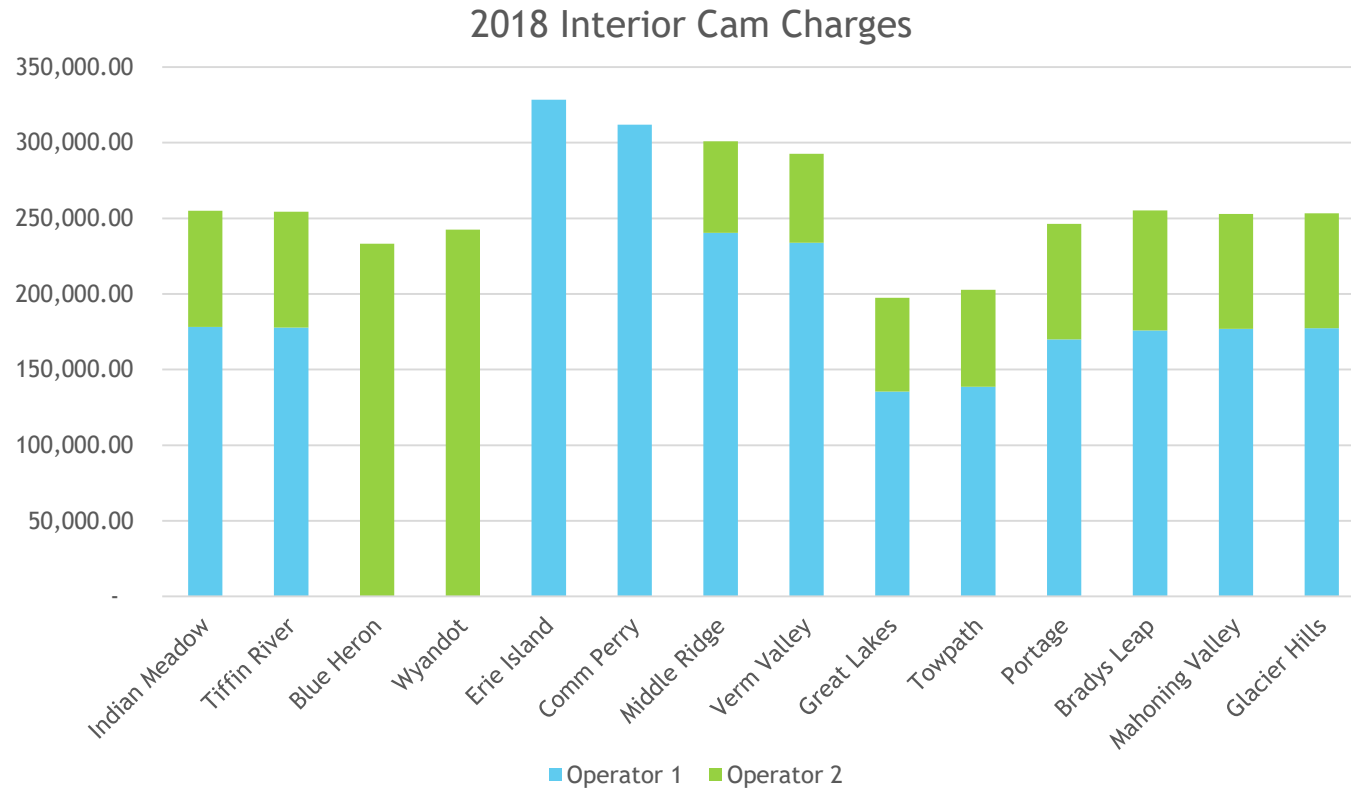
- McDonald's
- Starbuck's; PZA Pizza
- Weaver TruClean

GLACIER HILLS SERVICE PLAZA
12500 Beard Rd., New Springfield, OH 44443

- Panera Bread & DQ- 2 locations!
- Operated by Covelli Enterprises

Logos: Burger King, Starbuck's, Sbarro, Hardee's, Red Burrito, Gloria Jean's Coffee, Sunoco, 7-Eleven, Einstein Bros Bagels, Popeye's, Meatball Obsession, Pizza Hut, KFC, McDonald's, Panera Bread, DQ, Weaver TruClean, Covelli Enterprises.

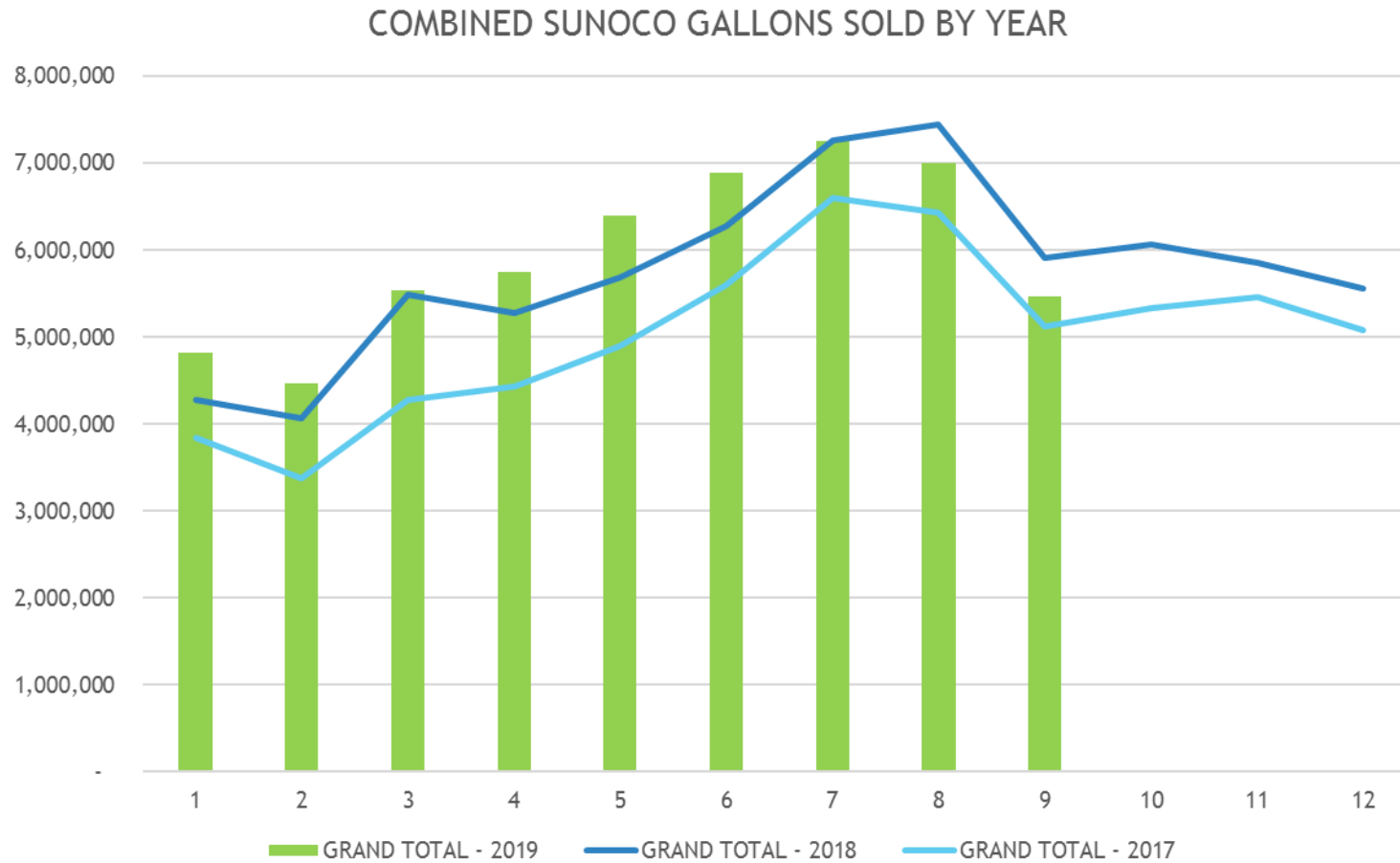
CAM Dollars By Location



2018 Common Area Maintenance Charges



Fuel Sales

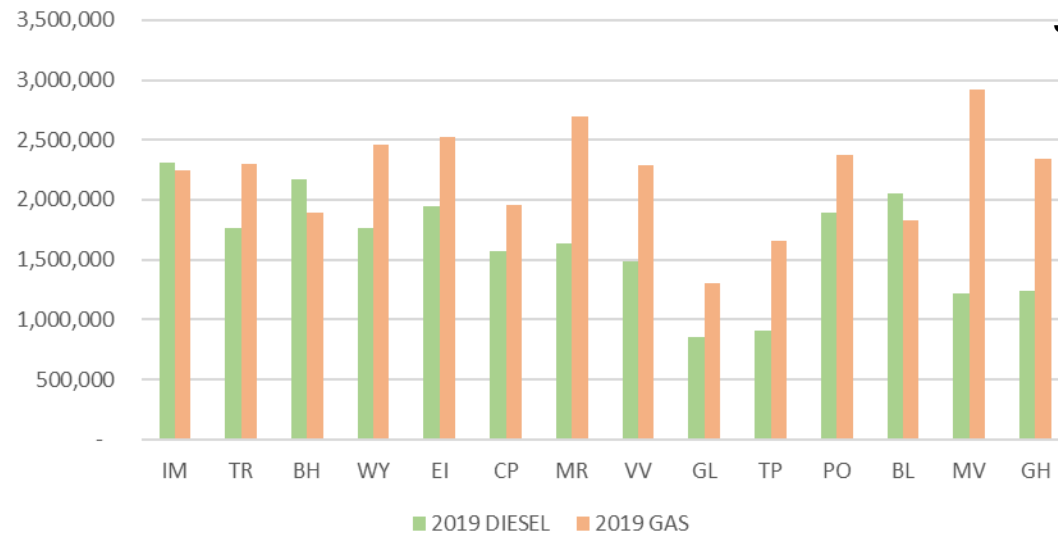


In 2018, Ohio Turnpike's Service Stations sold a combined:

- 41 million gallons of gasoline and
- 28 million gallons of diesel fuels.



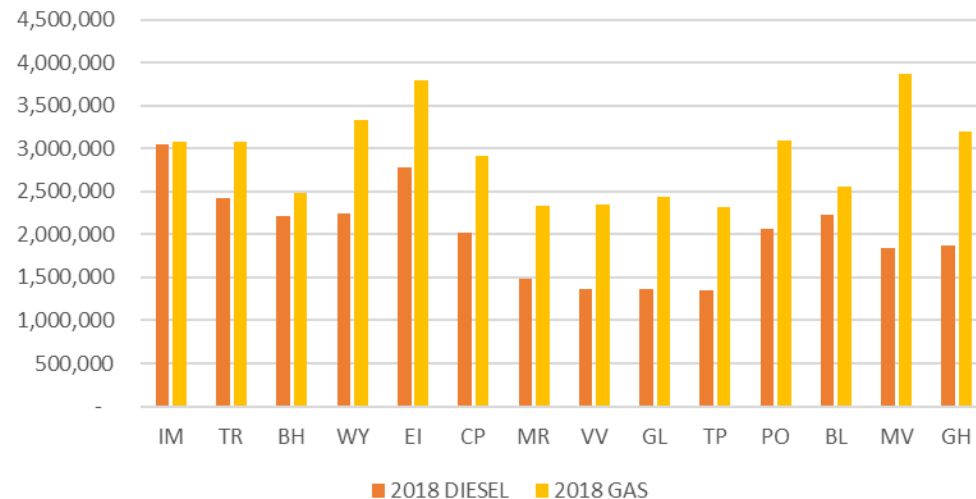
YTD SUNOCO GAS & DIESEL GALLONS BY PLAZA



Gasoline and Diesel Volume by Location Jan - Sept 2019



PRIOR YEARS GAS & DIESEL BY PLAZA



Gasoline and Diesel Volume by Location Jan - December 2019

In 2018, Ohio Turnpike's Service Stations sold a combined:

- 41 million gallons of gasoline and
- 28 million gallons of diesel fuels.

How Traffic Affects Sales



TOTAL SALES VS. FUEL VOLUME BY PLAZA



In 2018, Non-fuel concessions generated \$69 million in combined sales. This includes food, retail, vending, arcade and kiosk retail sales.

- Does not include Fuel (\$) Sales [Graph shows Volume]

THANK YOU!



THE OHIO TURNPIKE
SERVICE PLAZA
OPERATIONS!