

# **TCS MODERNIZATION PROJECT**

## **OHIO TURNPIKE AND INFRASTRUCTURE COMMISSION**

### **Resolution Authorizing Agreement with Professional Account Management, LLC for Image Review Services in the Not-to-Exceed Amount of \$813,755.88**

WHEREAS, the new toll collection system (“TCS”) will include a video enforcement system for the collection of tolls from customers traveling through an *E-ZPass*<sup>®</sup> only lane without a valid *E-ZPass*<sup>®</sup> transponder which will capture an image of the license plate of the vehicle and the license plate number will be used to bill the vehicle owner to ensure that no toll revenue is lost; and

WHEREAS, both the TCS and the Customer Service Center (“CSC”) System will each have an optical character recognition (“OCR”) software engine to provide automatic license plate identification, but any license plate images that do not meet the configured OCR confidence thresholds or the Commission business rules for automatic processing will need to be manually reviewed, and the CSC System will provide an Image Review Module to facilitate manual image review of license plate information captured by the TCS; and

WHEREAS, it is essential that the license plate number, jurisdiction, and plate type for the manually reviewed license plate images be accurate and entered timely into the Customer Service Center (CSC) System so that the proper customer can be billed and, therefore, the Commission must contract with a vendor to perform manual license plate image review services; and

WHEREAS, on December 1, 2020, the Commission issued its Request for Proposals No. 11-2020 (“RFP”) for Image Review Services for an initial contract term commencing on September 1, 2021, and ending on January 1, 2026, which may be renewed for two additional, two-year periods; and

WHEREAS, on February 12, 2021, four (4) respondents submitted proposals to provide the Image Review Services to the Commission; and

WHEREAS, an Evaluation Team comprised of the CFO/Comptroller, Director of Audit and Internal Control, Chief Technology Officer and Customer Service Center Supervisor conducted the technical review of the proposals submitted, and the Chief Engineer and Stantec, as the Commission’s Toll Collection System Integrator, provided input during the review; and

WHEREAS, the Evaluation Team scored the technical proposals based on the technical proposal evaluation criteria set forth in the RFP, performed reference checks and finalized its technical proposal scoring which resulted in Professional Account Management, LLC, of Milwaukee, Wisconsin, being the second ranked respondent; and

WHEREAS, after the technical proposal scoring was complete, the Evaluation Team reviewed the pricing proposals from each respondent and applied the pricing proposal evaluation criteria set forth in the RFP which resulted in Professional Account Management, LLC, of Milwaukee, Wisconsin, being the top ranked respondent on the combined scoring of both the technical proposal and pricing proposal and on this basis, the Evaluation Team found Professional Account Management, LLC to be the most qualified to perform the Image Review Services; and

WHEREAS, the Evaluation Team confirmed Professional Account Management, LLC’s price proposal and Professional Account Management, LLC agreed to rates as set forth on Exhibit A attached hereto and incorporated herein; and

WHEREAS, Professional Account Management, LLC’s total price proposal, which includes fees for 2023 of \$3,800 per month for the first 50,000 transactions reviewed plus 5.5 cents per transaction for the next 50,000 transactions reviewed and 5 cents per transaction for all transactions over 100,000 transaction a month, is 48.7 percent lower than the next lowest proposal; and

WHEREAS, the estimated first year cost in 2023 for Professional Account Management, LLC's manual image review services is \$102,750.00 and the estimated total contract cost over the seven years of the contract, including the optional terms, is \$813,755.88; and

WHEREAS, the Evaluation Team negotiated with Professional Account Management, LLC the form of contract that is attached hereto as Exhibit B, which incorporates Professional Account Management, LLC's pricing proposal; and

WHEREAS, as a result of this competitive process, the Evaluation Committee has concluded that the technical and pricing proposals submitted by Professional Account Management, LLC offers the best value in terms of service and price and recommends that a contract be entered into with that company; and

WHEREAS, the Evaluation Team estimates that the expenditures under the contract to be awarded for Image Review Services will exceed \$150,000.00 and, therefore, in accordance with Article V, Section 1.00 of the Commission's Code of Bylaws, Commission action is necessary for said award; and

WHEREAS, the Staff Attorney has determined that all legal requirements have been performed and that the aforesaid proposals were solicited on the basis of the same terms, conditions and specifications with respect to all respondents and that the Commission may legally enter into a contract with Professional Account Management, LLC; and

WHEREAS, the Executive Director has reviewed the report of the Evaluation Committee and concurs with the recommendation that the Agreement for Image Review Services be awarded to Professional Account Management, LLC; and

WHEREAS, the Commission has duly considered such recommendations.

NOW, THEREFORE, BE IT

RESOLVED, by the Ohio Turnpike and Infrastructure Commission that Professional Account Management, LLC is awarded the contract to furnish Image Review Services in the form of the contract attached hereto and incorporated herein as Exhibit B and is approved as offering the best value to the Commission, and that the Executive Director is authorized to execute said contract in the maximum total amount of \$813,755.88 for the initial term and two (2) possible renewal terms, each up to two (2) years; and further said the contract is approved subject to changes or insertions not inconsistent with this Resolution and not materially adverse to the Commission as may be permitted by this Resolution and approved, upon advice of General Counsel to the Commission, and agreed to by the Executive Director; and

FURTHER RESOLVED, that the Executive Director has the authority under Article V, Section 1.00 of the Commission's Code of Bylaws to further the contract in a manner that does not exceed the greater of the Executive Director's contracting authority or ten percent of the approved contract amount, and authorize such extra work or change orders under said contract as a result of an increase in necessary quantities, newly mandated requirements that did not exist at the time of original contract award, or circumstances that would create a life, safety, or health threatening situation or would unduly delay the completion of the project or increase its costs.

**(Resolution No. 55-2021 adopted August 16, 2021)**