



**OHIO TURNPIKE AND
INFRASTRUCTURE COMMISSION**

**ADDENDUM NO. 3
ISSUED JULY 17, 2024**

to

**RFP NO. 15-2024
FOR TOLL COLLECTION SYSTEM AND CUSTOMER SERVICE CENTER SYSTEM
PERFORMANCE AND VALIDATION SERVICES**

PROPOSAL DUE DATE: 5:00 P.M. (EASTERN TIME), ~~JUNE 26~~ JULY 8 22 29, 2024

ATTENTION OF RESPONDENTS IS DIRECTED TO:

ANSWERS TO QUESTIONS RECEIVED THROUGH 5:00 PM ON JUNE 24, 2024

-AND-

PROPOSAL DUE DATE EXTENDED TO 5:00 P.M. ON JULY 29, 2024

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

Aimee W. Lane

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

July 17, 2024
Date

ANSWERS TO QUESTIONS RECEIVED THROUGH 5:00 P.M. ON JUNE 24, 2024:

Q#1 With regards to the terms “Respondent” vs “Consultant,” is Respondent intended to be the proposing firm and the Consultant is the individual key personnel?

A#1 The term “Respondent” is intended to mean a firm submitting a proposal in response to the RFP. The term “Consultant” is intended to mean the firm selected for the award of a contract.

Q#2 Is the SBE credit only provided to teams in which the SBE firm is the Prime consultant or is it provided to any team with an SBE on the team as a subconsultant?

A#2 The SBE credit only applies to an SBE firm certified with the Commission that submits a proposal to serve as the Prime consultant.

Q#3 In Part I – Background Information, the RFP states “The Consultant must clearly demonstrate depth of experience in providing consulting services related to the operational performance and maintenance of the Commission’s hybrid open road, cash and credit system...” Does this refer specifically to the Commission’s facilities or is it inclusive of other toll operators’ facilities that operate in a similar manner?

A#3 This requirement is only inclusive of other toll operators' facilities that operate in a similar manner.

Q#4 Can you please provide insights on the level of detail/visibility into the source databases available for the consultant to perform independent audit and KPIs validation?

A#4 Reports and data extracts will be made available as needed for the consultant to perform independent audit and KPIs validation. Also, see A#14, A#15, A#16, A#17, A#18, and A#19.

Q#5 Would OTIC consider an extension of the proposal due date?

*A#5 Yes. The proposal due date has been extended to **July 29, 2024, at 5:00 P.M.***

Q#6 Are bidders to provide the completed cover page of the RFP as part of the response. If required, is this cover page counted towards the page count?

A#6 Bidders should provide the completed cover page of the RFP as part of the response, and it will NOT be counted towards the page count.

Q#7 Can a sample of a proposer's audit report, based on previous work, be provided as an appendix? If so would that be counted as part of the page count?

A#7 Yes, a respondent's audit report may be provided as an appendix and will NOT be counted towards the page count.

Q#8 Can the resumes, mentioned in Part III, C., be provided as an appendix? Are resumes counted towards the page count?

A#8 Resumes may be provided as an appendix and will NOT be counted towards the page count.

Q#9 Can OTIC provide direction regarding the Proposed Schedule, mentioned in Section VIII, B. (the only mention of it is in the Evaluation/Scoring section)?

A#9 The Evaluation Criteria listed in the RFP is the Commission's standard Qualifications Based Section (QBS) evaluation criteria. The Proposed Schedule items is not applicable to this RFP. Part B of the evaluation criteria has been revised as follows:

B. Ability of the responding firm in terms of its workload and the availability of qualified personnel, equipment, and facilities to perform the required professional design services or design-build services competently and expeditiously;

105 raw points (20 weighted points)

- Organization – 5 points (given a 2.00 weighted factor)
- ~~Proposed Schedule – 5 points (given a 1.00 weighted factor)~~
- Backlog with OTIC – 5 points (given a ~~12.00~~ weighted factor)

Q#10 If a Proposed Schedule is to be provided, should it be provided as an appendix, and is that counted towards the page count?

A#10 See A#9.

Q#11 In Section XI, Item D, there is mention of a Price Proposal. Is a Price Proposal to be submitted with the Technical Response, or will a Price Proposal be required sometime after the submittal of this response? If this is to be submitted with the response, can direction be given regarding the format?

A#11 The Commission is NOT seeking a Price Proposal. Do not submit a Price Proposal with the Technical Response. The Commission will only discuss pricing with a respondent if the respondent is the top ranked firm and for purposes of negotiating contract terms.

Q#12 Is OTIC open to exclude project profiles from the total page count?

A#12 Yes. Project profiles will NOT count towards to page count.

Q#13 Can additional resumes (other than the Project Manager and 2 people for Systems Audits and Maintenance Management) permissible outside of the total page count?

A#13 Yes. See A#8.

Q#14 What level of TCS and CSC system access is envisioned for the Consultant to conduct independent performance audits?

A#14 See A#15, A#16, A#17, A#18, and A#19.

Q#15 Will the Consultant be able to have read-only access to the TCS and CSC databases? Or will the Consultant only have access to data/extracts/canned reports?

A#15 OTIC has read access to the TCS and CSC databases and will provide the Consultant with access to data/extracts/canned reports as needed.

Q#16 Will the Consultant be able to access live or recorded DVAS video feeds as well as the DVAS database to conduct independent TCS performance?

A#16 OTIC will provide the Consultant with access to DVAS recorded video feeds and DVAS database records to conduct independent TCS performance.

Q#17 Will the Consultant have access to the lane controller data including image sets for each transaction?

A#17 OTIC will provide lane controller data records pertaining to individual transactions.

Q#18 Will the Consultant have access to the trip files sent by the TCS Host to the CSC?

A#18 OTIC will provide the necessary trip files sent by the TCS Host to the CSC.

Q#19 Will the Consultant be able to access the vendors' Maintenance Management systems to audit system availability and issue resolution response times?

A#19 OTIC will provide the necessary records and reports required to audit system availability and issue resolution response times.

Q#20 Please clarify what is meant by "statistically valid review" of TCS and CSC performance.”

A#20 KPIs will be tested using a statistically significant sample of live test transactions. The statistically significant sample size shall be calculated using a 90% confidence level for most all TCS & CSC KPIs, unless otherwise agreed upon by the Commission.

Q#21 Is the agency open to extending the submission by 1.5 weeks?

A#21 See A#5.

END OF ADDENDUM NO. 3