



**OHIO TURNPIKE AND
INFRASTRUCTURE COMMISSION**

ADDENDUM NO. 1
ISSUED FEBRUARY 3, 2025

to

RFP NO. 3-2025
**FOR AUTOMATED TELLER MACHINE (“ATM”) OPERATOR SERVICES AT OHIO
TURNPIKE AND INFRASTRUCTURE COMMISSION SERVICE PLAZAS**

PROPOSAL DUE DATE: 5:00 P.M. (EASTERN TIME) MARCH 7, 2025

ATTENTION OF RESPONDENTS IS DIRECTED TO:

ANSWERS TO QUESTIONS RECEIVED THROUGH 5:00 PM ON JANUARY 31, 2025

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

February 3, 2025
Date

ANSWERS TO QUESTIONS RECEIVED THROUGH 5:00 P.M. ON JANUARY 31, 2025:

Q#1 Part III Technical Proposal Requirements, item C and Appendix G, state, "Respondent's Audited Financial Statements" are required to be submitted. We are a certified small DBE firm and do not have audited balance sheet and profit and loss statements. Are there alternative documents that we could provide and still be in compliance with the RFP? Could I provide our unaudited internal statements as an alternative?

A#1 The Commission will accept unaudited internal financial statements if it is accompanied by a statement from respondent's chief financial officer or similar representative attesting that the documents are true and accurate copies of respondent's business records.

Q#2 How many ATMs are currently in place?

A#2 14. One at each Service Plaza.

Q#3 Will each location have one ATM, or will multiple ATMs be necessary for any of the locations?

A#3 One ATM per location. 14 locations total.

**Q#4 For the Transaction Analysis provided in Part I:
- Please explain the "Surcharge" column. Is this a dollar amount?
- Please explain the "Statements" column.
- Please explain the "Total Transactions" column. For example, the total of 8,125 is not represented by the total of the transactions listed in row #1.
Please provide the transaction dollar volume, number, and type of transactions for each ATM for each month for the last year.**

*A#4 Surcharge – the charge for out of network transactions
Statements – a type of transaction showing the last 5 -10 banking transactions for that account.
Total Transactions – The total number of in-network and out-of-network monthly transactions at combined ATMs
2024 transactions are provided on Page 4 of RFP.*

Q#5 What is the current surcharge at each ATM?

A#5 \$3.50

Q#6 Will any of the ATMs be placed outside?

A#6 No.

Q#7 Will all ATMs be free-standing, or will in-wall units be required? Please specify the number of each type of ATM needed.

A#7 14 free standing ATM's.

Q#8 What is the commission paid by the current provider?

A#8 65% of surchargable transactions plus a variable portion of Interchange Revenues are paid to the Commission.

Q#9 Have you experienced any crime or vandalism issues that would be good to know for the new vendor?

A#9 No.

Q#10 Will there be any issue bolting the machines to the floor using four one-half inch wide and seven inch deep concrete bolts?

A#10 The current ATM's are bolted to the floor. Securing methods and materials will be submitted to the Commission for final approval by the Commission's Maintenance Engineer prior to installation. Selected Operator is responsible to repair any holes or damage to the terrazzo and tile floors and return the site to its original condition upon expiration or termination of the Contract.

Q#11 Will background checks be required for cash loaders and techs to obtain access cards?

A#11 The ATM's are located in public common space and there is no need to issue access cards to secure areas.

Q#12 In the contract, page 4, item E, can verbiage be added that the ATM Operator would be provided a minimum of 7 days written (or email) notice for relocation, withdrawal, addition, or removal of ATMs?

A#12 As provided in PART VI, Item C of the RFP, Respondents should include any exceptions to the RFP, Scope of Services or form contract with the proposal. However, the Commission would likely be amenable to this addition to the contract.

Q#13 Appendix C, page 12, requires \$5,000,000 in over primary Commercial General Liability and Commercial Auto Liability. Would an umbrella policy of \$1,000,000 suffice?

A#13 As provided in PART VI, Item C of the RFP, Respondents should include any exceptions to the RFP, Scope of Services or form contract with the proposal. However, the Commission would likely be amenable to this change.

Q#14 In Appendix C, page 14, item viii, can the number of days be increased from 5 to 10? For example, if an ATM is stolen or vandalized beyond use, it may take longer than 5 days to have a new ATM shipped, programmed, installed, and loaded.

A#14 Respondent can add as an exception consideration. Competitive advantage to other respondents that can respond faster.

Q#15 Can verbiage be added to the Contract for Automated Teller Machine Operator Services that the ATM equipment and cash are the property of the ATM Operator and/or subcontractors?

A#15 As provided in PART VI, Item C of the RFP, Respondents should include any exceptions to the RFP, Scope of Services or form contract with the proposal. However, the Commission would likely be amenable to this addition to the contract.

Q#16 Can verbiage be added to the Contract for Automated Teller Machine Operator Services that the ATM Operator shall not be liable if there is criminal activity or losses due to ATM theft or vandalism?

A#16 As provided in PART VI, Item C of the RFP, Respondents should include any exceptions to the RFP, Scope of Services or form contract with the proposal. Damages due to ATM theft or vandalism should be covered by the ATM Operator's insurance policies, the responsible party and/or any restitution ordered by a court of law. At this time, the Commission is not amenable to including the proposed verbiage to the contract.

Q#17 Can the ATMs be bolted to the floor or wall?

A#17 The current ATM's are bolted to the floor. Securing methods and materials will be submitted to the Commission for final approval by OTIC Maintenance Engineering prior to installation. Selected Operator is responsible to repair any holes or damage to the terrazzo and tile floors and return the site to its original condition upon expiration or termination of the Contract.

Q#18 What is the current surcharge at each ATM?

A#18 \$3.50

Q#19 What is the commission split and/or rent paid by the current provider?

A#19 65% of surchargable transactions plus a variable portion of Interchange Revenues are paid to the Commission.

Q#20 Who is the current ATM provider?

A#20 PNC Bank

Q#21 Can you provide the current Terminal Identification Numbers (TIDs)?

A#21 No.

END OF ADDENDUM NO. 1