

ILLINOIS TOLLWAY
REQUEST FOR PROPOSAL
24-0082/ Traffic Incident Management System (TIMS)
BidBuy Bid Number B-50038

Section A. SCOPE OF WORK

A.1. OVERVIEW AND PURPOSE

The Traffic Incident Management System (TIMS) is a collection of computer hardware, software, policies, and procedures that integrates multiple subsystems and Intelligent Traffic Systems (ITS) elements (Cameras, electronic signs, computer aided dispatch, etc.) to facilitate incident management and traffic operations for the safety of our customers. The TIMS application integrates devices, data, and operational strategies from internal and external providers to maintain, monitor and manage traffic operations throughout the Tollway system.

TIMS has evolved over a twenty (20) year period and is now integrated with many other Tollway specific systems. The current system has been specifically designed for a unique Tollway operation.

The objective of this solicitation is to seek and obtain a best-in-class Traffic Incident Management System from a qualified transportation software integration partner / company. This partner shall provide, install, setup and support a Traffic Management application that must adhere to the Tollway's IT standards.

The Traffic Incident Management System must have the ability to view and manage approximately 1,500 cameras, display them on a video wall and have the ability to push specific videos to the Tollway Dispatch center. The traffic operators must have the ability to record and save specific videos.

The Traffic Management application integrates devices, data, and operational strategies from internal and external providers to maintain, monitor and manage the traffic operations throughout the Tollway system.

To measure success of the solution, below are some features, but are not limited to the following:

- 1) Solution must be available 24 x 7.
- 2) Ability to exist on the current Tollway network and video wall.
- 3) Ability to identify and notify the ISTHA staff regarding road hazards, i.e. wrong way drivers, entering construction zones.
- 4) Ability to share data with various media outlets.
- 5) Have a mobile application.

This request will include an initial term of five (5) years with an option for an additional five (5) renewal years. At the end of the contract, the application will remain at and be owned by, the Tollway.

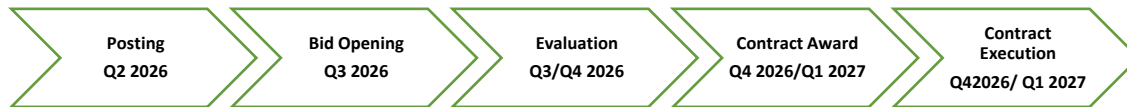
A.2. DESIRED OUTCOMES OF THIS PROJECT/ENGAGEMENT

The current Traffic Management system is a collection of hardware, software, policies, and procedures that integrates multiple subsystems and Intelligent Traffic Systems (ITS) elements to facilitate incident management and traffic operations.

The vendor of the proposed Traffic Management solution needs to partner with Tollway and follow Tollway standards. The proposed solution is to:

- 1) Have a vendor reply with a solution that can be delivered to replace and meet the specified requirements with staff to support, maintain and enhance the solution.
- 2) Migrate existing data to the new solution.
- 3) Create proper documentation for the system and all changes.
- 4) Interface with the Video Wall.
- 5) Interface with the Tollway SVMS (Security Video Management System)solution.

A.3. ESTIMATED SCHEDULE



A.4. UNIQUE CONSIDERATIONS

The Traffic Incident Management System is multidisciplinary, requiring skills in the following disciplines that the vendor team must have:

- Software,
- system design,
- electronics,
- process control,
- documentation,
- training.

A.5. TERM

A.5.1. **TERM OF THIS CONTRACT:** The contract resulting from this procurement will have an initial term of five (5) years, commencing upon the last dated signature of the Parties. In no event will the total term of the contract, including the initial term, any renewal terms, and any extensions, exceed ten (10) years. Vendor shall not commence billable work in furtherance of the contract prior to final execution of the contract except when permitted pursuant to 30 ILCS 500/20-80.

A.5.2. **RENEWAL:** Subject to the maximum total term identified above, the State has the option to renew for five (5) years:

- A.5.2.1. Pricing for the renewal term(s), or the formula for determining price, is in the Pricing section of this solicitation.
- A.5.2.2. Any renewal of the resulting contract is subject to the same terms and conditions that apply to the initial term of the contract unless otherwise provided. The State may renew the contract for any or all the option periods specified, may exercise any of the renewal options early, and may exercise more than one option at a time based on continuing need and favorable market conditions, when in the best interest of the State. The contract may neither renew automatically nor renew solely at the Vendor's option.

Section B. CURRENT CONDITIONS

B.1. OVERVIEW & BACKGROUND

The existing Traffic Incident Management System (TIMS) has evolved over a 20-year period and is now integrated with many other Tollway specific systems. TIMS has been specifically designed for a Tollway unique operation. This system is currently supported by a Third Party. System support is needed as the Tollway does not have the necessary resources and expertise to maintain and support the Traffic Management application if the replying vendor does reply with a replacement system.

The Traffic Operations Center is staffed 365 x 24 x 7.

B.2. VOLUMES & QUANTITIES

To facilitate the development and implementation/support of the TIMS system, the following team is required (including Job Roles/Title):

1. Project Manager(s)
2. Sr. Traffic Engineer(s)
3. Project Engineer(s)
4. Sr. Software Developer(s)
5. System Administrator (s)

B.3. AREAS OF CONCERN/CHALLENGES

The vendor must provide the following to avoid potential areas of concern:

- Work closely with Tollway IT to regularly review maintenance, including fixes, patches, and upgrades to ensure security and stability.
- Work closely with Tollway IT to regularly review and update all machines to ensure they are on a secured and supported OS.
- Work closely with Tollway IT to maintain and upgrade the environment to keep it updated and secure.
- Performance guarantees must be outlined in the subscription, including response times and availability levels.
- A dedicated help desk or support team must be available 24x7 to assist users with technical issues and inquiries.
- Provide a user-friendly portal for customers to log support tickets, track their progress, and communicate with support agents.
- Assign severity levels to incidents and prioritize based on impact and urgency. Define escalation paths for different types of issues based on severity and impact.
- SLAs for response time to the Tollway will be within 10mins. require timeline for issue resolution, with status updates every 30 minutes. If needed to support in person, response per the SLAs should be within two (2) hours or less.
- Collect customer feedback and suggestions for improvements to the platform's features and support processes.
- Present its existing resources and availability of support in terms of hours of operation and guaranteed response time including telephone, fax, e-mail, web sites, and remote operation of installed equipment.
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- A dedicated help desk or support team must be available 24x7X365 to assist users with technical issues and inquiries.

B.4. STRENGTHS

The current Traffic Incident Management System has been developed and maintained over the past twenty (20) years and the source code is owned by the Tollway. Over the years, TIMS has been customized to meet the needs of the Traffic Operations Center. The TIMS application has won numerous awards for parts of its functionality, including TIMS2GO, as an example.

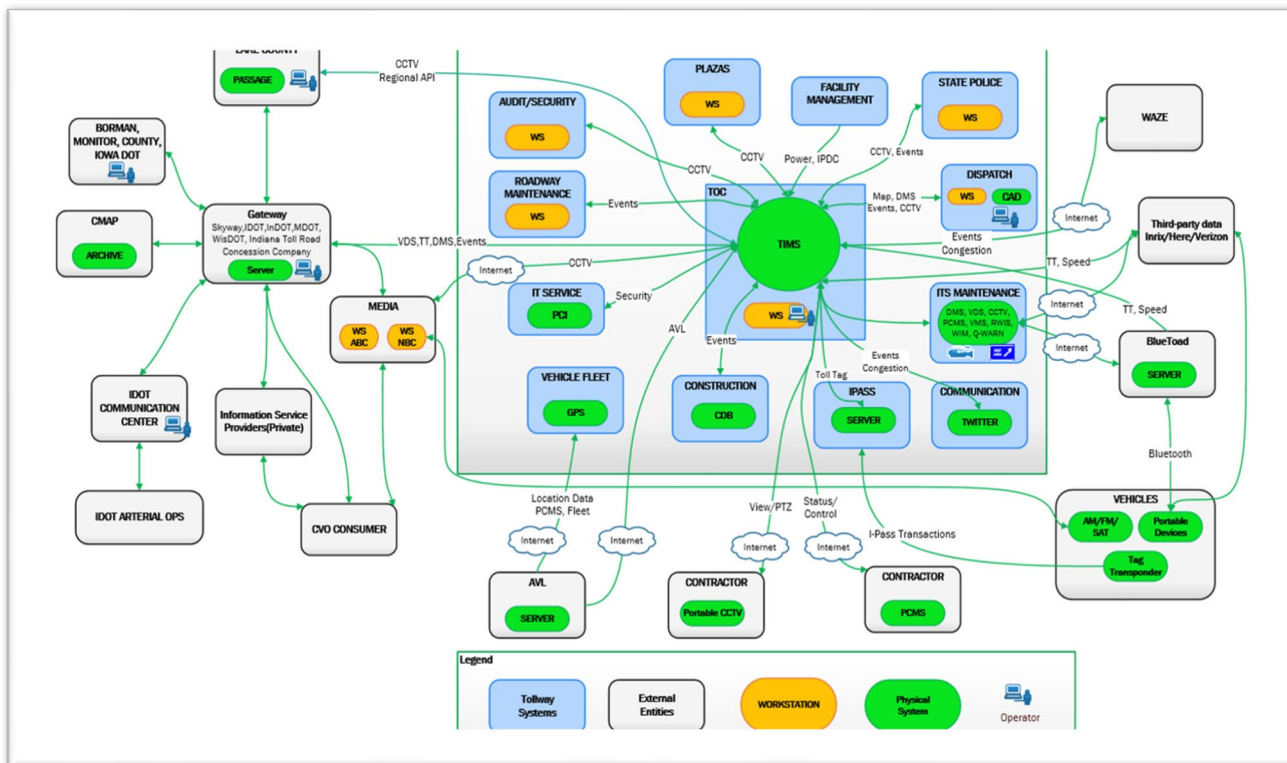
There will be a six (6) month transfer of knowledge / migration period, to the winning bidder to migrate and test to the new application.

Strength of the current TIMS solution:

- Current system has been customized to fit the daily operational needs of the Tollway
- System can be modified without limitation to meet changing needs
- System controls/integrates all ITS devices that are used by the Tollway

B.5. FIGURES, DIAGRAMS, & REFERENCE DOCUMENTS

Appendix A



Section C. PROPOSAL REQUIREMENTS

Only Electronic Submissions through BidBuy of Offers will be Accepted

C.1. REQUIRED DOCUMENTS TO COMPLETE AND SUBMIT

The Offeror shall submit the listed documents in BidBuy under the Attachments tab in the appropriate “Required Attachments” spaces.

- Vendor Disclosure or IPG Active Registered Vendor Disclosure
- Technical response
- Offer to the State of Illinois Information and Technology
- Commitment to Diversity
- References
- Pricing Exhibit A
- BEP Utilization Plan
- VBP Utilization Plan

Blank documents may be found on the Chief Procurement Officer for General Service’s website at <https://cpo-general.illinois.gov/solicitation-and-contract-templates.html> and on the BidBuy posting under “File Attachments:”. Business Enterprise Program/Veterans Small Business Program Utilization Plan may be downloaded from the Commission on Equity and Inclusion’s website at

<https://cei.illinois.gov/purchasing-entity-resources/compliance.html>.

Failure to submit Vendor Disclosure or IPG Active Registered Vendor Disclosure, as applicable, and the Utilization Plan(s), as applicable, with the Offer submitted in BidBuy shall render the Offer non-responsive.

Offerors are required to submit their response to the State’s solicitation through BidBuy. Any information sent to the State outside of BidBuy, for example by US Mail, FedEx, UPS, e-mail, or hand delivery, will neither be accepted nor considered. Offeror submissions will only be considered if they are received through BidBuy and on or before the time and date indicated as the “Bid Opening Date” on the BidBuy posting. Any required attachments must be submitted via BidBuy.

Price entries on the Items tab will be locked automatically upon submission of the quote. Entering cost, pricing or discount information in the Alternate Description may result in disqualification. If the agency requires pricing to be submitted in an attachment, Offeror shall upload pricing under the “Required Documents” section on the Attachments tab and check the box “Does the attachment contain any pricing, cost or discount information?”. Failure to check this box allows your pricing to be viewed when bids are opened and will result in disqualification of your offer. NOTE: Do not check “Does the attachment contain any pricing, cost or discount information” if the attachment does NOT include pricing, cost, or discount information.

Documents shall be submitted in an electronic format that is accessible and readable using Microsoft Office suite software or Adobe Reader. Corrupted files shall not be considered. It is the Offeror’s responsibility to check that files are accessible and legible after uploading.

The Offeror is solely responsible for ensuring timely submission of their electronic solicitation response. Failure to allow adequate time prior to the Bid Opening Date to complete and submit a response to a solicitation, particularly in the event technical support assistance from the State is required, places the Offeror and their offer or response at risk of not being accepted.

The State encourages the Offeror to ensure that their BidBuy account is up to date. It is recommended that you access your BidBuy account prior to the solicitation due date and time to make sure that your company's information is up-to-date, and your password is current. Files may be uploaded at any time prior to submission.

File size may impact the uploading and downloading speed and may lead to browser time-outs, resulting in failed upload/download attempts. Please consider this dependency when attaching very large documents.

OFFEROR INSTRUCTIONS TO SUBMIT IN BIDBUY

Create Quote:

General Tab	: Save and Continue
Items Tab	<p>Follow instructions in the Pricing section of the solicitation document as to whether pricing will be entered in the Unit Cost of the Items Tab or submitted as a separate Pricing Document in the Attachments Tab.</p> <p>Note: any pricing entered in the Unit Cost of the Items Tab will be locked until after Technical Evaluations take place. Do not enter cost, pricing, or any discount information in the Alternate Description field. Entering cost, pricing or discount information in the Alternate Description may result in disqualification.</p>
Terms and Conditions Tab	<p>: Select "Yes", "No", or "Yes with Exceptions"</p> <p>Note: If taking any exceptions to Standard Terms and Conditions an offeror must submit a redline version of the Standard Terms and Conditions with their proposal.</p>
Attachments Tab	<p>For each required quote attachment listed:</p> <p>: "Upload" (next to each required attachment)</p> <p>: "Choose File"</p> <p>Note: If a pricing document is required, mark the box next to the question, "Does this attachment contain any pricing, cost, or discount information?"</p> <p>Failure to mark this box when attaching a pricing document will result in disqualification.</p> <p>Check this box ONLY if a separate pricing document is required.</p> <p>Do NOT check this box for any other required quote attachment such as the Technical Proposal, Vendor Disclosure / IPG Active Registered Vendor Disclosure, or Utilization Plan(s), or Offer.</p>
Summary Tab	: "Submit Quote"

Offerors may also view the "Request for Proposal (RFP) Vendor Submission Instructions Video found at <https://cpo-general.illinois.gov/vendor-resources.html>

C.2. DUE DATE AND TIME FOR SUBMISSION OF OFFERS

Each solicitation contains the Offer due date and time, appearing as the "Bid Opening Date:" on the BidBuy posting. Offeror shall submit Offers in BidBuy, and the State shall open Offers electronically in BidBuy on the "Bid Opening Date". The Offer must remain firm for 180 days from opening.

C.3. CONFLICT BETWEEN INFORMATION IN ELECTRONIC DOCUMENTS AND ON BIDBUY

If the State provides information in electronic documents (i.e., the RFP and other attachments) that is different or in conflict with the information the State provides on BidBuy, then the information in electronic documents is presumed to represent the State's intent. If the Offeror provides information in electronic documents that is different or in conflict with the information the Offeror provides in BidBuy through their Seller Account, then the information in electronic documents shall represent the Offeror's intended submission.

C.4. PUBLISHED PROCUREMENT INFORMATION

The State publishes procurement information, including solicitations, awards, and amendments, on the Chief Procurement Officer for General Services' Illinois Procurement Bulletin, known as the Bulletin or BidBuy (<https://www.bidbuy.illinois.gov/bsa/>). Procurement information may not be available in any other form or location. Offeror is responsible for monitoring BidBuy. The State will not be held responsible if Offeror fails to receive the optional e-mail notice of future amendments to the solicitation.

C.5. INFORMATION CONTACT

The individual listed in the "Info Contact:" field on the BidBuy posting shall be the single point of contact for this solicitation. Unless otherwise directed, Offeror should only communicate with the Information Contact. The State/Agency shall not be held responsible for information provided by or to any other person.

Suspected errors should be immediately reported to the Information Contact. Do not discuss, directly or indirectly, the solicitation or any Offer with any State officer or employee other than the Information Contact.

C.6. OFFEROR QUESTIONS AND AGENCY RESPONSE

All questions, other than questions raised at the Pre-Submission Conference, pertaining to this solicitation must be submitted in writing to the Information Contact no later than the date published in BidBuy. Questions received and Agency responses may be posted as a Bid Amendment to the original solicitation on BidBuy; only these posted answers to questions shall be binding on the State. Offeror is responsible for monitoring BidBuy and BidBuy email notifications.

C.7. PRE-SUBMISSION CONFERENCE

The Agency may conduct a Mandatory or Non-Mandatory Pre-Submission Conference, listed in the "Pre-Bid Conference:" field of the BidBuy posting. Please refer to BidBuy for this information.

If attendance is mandatory, Offeror (current contractor included) will be disqualified and considered non-responsive if Offeror does not attend, is not on time, leaves early, or fails to sign the attendance sheet. Offeror must allow adequate time to accommodate security screenings at the site.

C.8. SMALL BUSINESS SET-ASIDE

This section has been left blank intentionally

C.9. BUSINESS ENTERPRISE FOR MINORITIES, WOMEN, AND PERSONS WITH DISABILITIES ACT PARTICIPATION AND UTILIZATION PLAN

The BidBuy posting indicates whether this solicitation contains a goal to include businesses owned and controlled by minorities, women, and persons with disabilities. If this solicitation contains a goal, then failure to complete and submit a Utilization Plan, including documentation demonstrating good faith efforts when requesting a waiver, shall render the Offer non-responsive. 30 ILCS 575/4(e). All questions regarding the subcontracting goal must be directed to the Information Contact indicated in BidBuy no later than as published in the Bulletin Description in BidBuy. See the Utilization Plan for NIGP codes used to establish this goal.

This solicitation includes a specific BEP Utilization goal of 25%
NIGP Codes Applicable to BEP Participation Goal: 920-45, 920-40, and 939-21.

Go to <https://cei.illinois.gov/vendor-resources/get-bep-certified.html> for complete requirements for BEP certification. Go to State of Illinois Commission on Equity and Inclusion at <https://supplierdiversitymanagementportal.illinois.gov/home.aspx> to search for certified BEP vendors.

C.10. VETERAN SMALL BUSINESS PARTICIPATION AND UTILIZATION PLAN

The BidBuy posting indicates whether this solicitation contains a goal to include businesses owned and controlled by military veterans. If this solicitation contains a goal, then failure to submit a Utilization Plan as instructed later in this solicitation may render the Offer non-responsive. All questions regarding the subcontracting goal must be directed to the Information Contact indicated in BidBuy no later than as published in the Bulletin Description in BidBuy. See the Utilization Plan for NIGP codes used to establish this goal.

This solicitation includes a specific VET Utilization goal of 1%
NIGP Codes Applicable to VET Participation Goal: 920-45, 920-40, and 939-21.

Go to <https://cei.illinois.gov/programs0/veterans-business-program.html> for complete requirements for Veteran Owned Small Business (VOSB) or Service-Disabled Veteran Owned Small Business (SDVOSB) certification. Go to State of Illinois Commission on Equity and Inclusion at <https://supplierdiversitymanagementportal.illinois.gov/home.aspx> to search for certified VOSB and SDVOSB vendors.

C.11. SECURITY

Bid/Performance Bond: N/A. If a bond is required, Offeror must submit the Bid Bond with your offer or Performance Bond to the Information Contact within ten (10) days after contract execution. The bond must be from a surety licensed to do business in Illinois. An irrevocable letter of credit is an acceptable substitute. The form of security must be acceptable to the State.

C.12. TERMS AND CONDITIONS

Information and Technology Standard Terms and Conditions will become a part of any resulting contract. To view the Standard Terms and Conditions, please go to

<https://cpo-general.illinois.gov/solicitation-and-contract-templates.html>.

Section D. EVALUATION PROCEDURES

D.1. EVALUATION PROCESS

The State assesses each Offer for Responsibility (E.10) and Responsiveness. The State considers the information provided and the quality of that information when assessing Offers. If the State finds a failure or deficiency, the State may reject the Offer or reflect the failure or deficiency in the assessment.

There are four scored parts to each proposal – Technical, Commitment to Diversity, Oral Presentations, and Pricing. Each part of the proposal is evaluated and ranked independently of the other parts of the proposal. The evaluation results shall be used in ranking of proposals.

The State may award to the most responsive and responsible offeror whose offer best meets the specified criteria.

D.2. RESPONSIVENESS

A responsive offeror is one who submits an offer that conforms in all material respects to the Request for Proposal and includes all required forms.

- D.2.1. The State will determine whether the Offeror complied with the instructions for submitting offers. Except for late submissions, and other requirements that by law must be part of the submission, the State may require that an Offeror correct deficiency as a condition of further evaluation.
- D.2.2. Subcontractor Disclosure: If the Offer includes any subcontractors, then Offeror shall complete the Subcontractor Disclosure section of the Offer to the State of Illinois.
- D.2.3. If completing IPG Active Registered Vendor Disclosure, then responsiveness may include and may not be limited to:
 - Active Illinois Procurement Gateway registration # with expiration date
 - Certifications timely to this solicitation
 - Disclosure of lobbyists for Offeror and parent entity(ies)
 - Disclosure of pending and current contracts
- D.2.4. If completing Vendor Disclosure, required parts may include and may not be limited to:
 - Business and Directory Information: Offeror should complete and return the Business and Directory Information form in Vendor Disclosure, Part 1.
 - Illinois Department of Human Rights (IDHR) Public Contracts Number: Offeror shall complete and return the IDHR Public Contracts Number form in Vendor Disclosure, Part 2.
 - Authorized to Transact Business or Conduct Affairs in Illinois: A person (other than an individual acting as a sole proprietor) must be a duly constituted legal entity prior to submitting an Offer and authorized to transact business or conduct affairs in Illinois prior to execution of the contract. For more information, see Authorized to Transact Business or Conduct Affairs in Illinois in Vendor Disclosure, Part 3.
 - Standard Illinois Certifications: Offeror shall complete and return the Standard Illinois Certifications form in Vendor Disclosure, Part 4.

- State Board of Elections Registration: Offeror may be prohibited from making political contributions and be required to register with the State Board of Elections. For more information, see State Board of Elections in Vendor Disclosure, Part 5.
- Disclosure of Business Operations with Iran: Offeror should complete and return the Disclosure of Business Operations with Iran form in Vendor Disclosure, Part 6.
- Financial Disclosures and Conflicts of Interest: Offeror shall complete and return the Financial Disclosures and Conflicts of Interest form in Vendor Disclosure, Part 7.
- Taxpayer Identification Number: Offeror should complete and return the Taxpayer Identification form in Vendor Disclosure, Part 8.

D.2.5. The State will determine whether the Offer meets the stated technical requirements. Minor differences or deviations that have negligible impact on the price or suitability of the supply or service to meet the State's needs may be accepted or corrections allowed. If no offeror meets a particular technical requirement, the State may waive that requirement.

D.2.6. When the specification calls for "Brand Name or Equal," the brand name product is acceptable. Other products will be considered with proof that the other product meets stated specifications and is equivalent to the brand product in terms of quality, performance, and desired characteristics.

D.3. EVALUATION METHODOLOGY

The Technical Requirements are described in Sections F.1, F.2., F.3, and F.5. The State evaluates the Technical Requirements without consideration of price.

D.3.1. Total Number of Points Available for Technical Requirements is: 510

D.3.2. Offeror shall complete and return Sections F.1, F.2., F.3, and F.4.

D.3.3. Relative Weight in Point Format

Technical Requirements	Points Available
Contract Requirements	0; all must be agreed to and are evaluated as pass or fail
Mandatory Requirements with Evidence	0; all must be met and are evaluated as pass or fail
Proposed Technical Solution (Desirable elements)	525

D.4. COMMITMENT TO DIVERSITY ELEMENTS

Sections 20-15 and 35-30 of the Illinois Procurement Code (30 ILCS 500/) require offerors to be evaluated on their commitment to diversity. The points available for Commitment to Diversity are described in Section F.4. and **are equivalent to 20% of the Technical Requirements points**. The State evaluates Commitment to Diversity without consideration of price.

D.4.1. The total number of points for Commitment to Diversity is 214.

D.4.2. Offeror shall complete and return Section F.4 Commitment to Diversity.

D.4.3. Commitment to Diversity Categories: The percentages at the end of each section reflect the weighted distribution of points available identified in D.4.1.

Commitment to Diversity Categories		
Category 1	Category 1 – BEP Compliance - Whether or how well the Offeror meets this solicitation’s goal of contracting or subcontracting with businesses owned by women, minorities, or persons with disabilities.	5%
Category 2	Category 2 – Subcontracting/Contracting with any WMD businesses (not limited to BEP Offerors) - Whether the Offeror assisted businesses owned by women, minorities, or persons with disabilities.	10%
Category 3	Category 3 – Diversity, Equity and Inclusion (DEI) Spend – Offeror’s percentage of business, education and/or community spend from prior calendar year gross revenue that involves businesses owned by women, minorities and/or persons with disabilities. The assisted businesses are not required to be certified in the Illinois Business Enterprise Program.	20%
Category 4	Category 4 – DEI Time - Offeror’s hours spent in the prior calendar year on promoting DEI in the workplace, the community, education institutes, or supporting businesses owned by women, minorities, or persons with disabilities. The assisted business is not required to be certified in the Illinois Business Enterprise Program. The success or failure of each event does not impact the points achieved. The event may be voluntary or paid time.	20%
Category 5	Category 5 – DEI Policies - Entity has provided a written copy of, or link to, their current written workforce diversity, equity, and inclusion policy. Policies must be actionable plans, not overarching concepts around DEI.	10%
Category 6	Category 6 – Diversity in Staffing - % of individuals on governing board and/ or Senior executives out of all staff who identify as women, minorities or person with disabilities.	10%
	% of individuals in management /supervisor positions out of all staff who identify as women, minorities or person with disabilities.	13%
	% of total staff who identify as women, minorities or person with disabilities.	12%

D.5. MINIMUM REQUIRED POINTS

Requests for Proposal may specify that offerors must receive a minimum number of points in their Technical and Commitment to Diversity proposals combined to be considered for price evaluation and award.

The State determines how well offers meet the Technical and Commitment to Diversity requirements and rank the offers from best to least qualified using a point ranking system (unless otherwise specified) as an aid in conducting the evaluation. Offerors who receive fewer than the minimum required points will not be considered for price evaluation and award.

D.5.1. The total number of available points for Technical and Commitment to Diversity is **739**.

D.5.2. A minimum of **591** of the available (Technical and Commitment to Diversity) points is required to be eligible for demonstrations / oral presentations.

D.6. ORAL PRESENTATIONS

All vendors that move on to the in-person oral presentations will be required to come to the Central Administrative building at 2700 Ogden Ave. Downers Grove, IL 60515. A reminder will be listed on the oral presentation agenda when invited.

Item #	Oral Presentations will be 255 minutes Evaluation Criteria-Oral Presentation At a minimum, offeror will be expected to demonstrate the items listed below.	Maximum Points	Time
	Introductions		5
F.5.1	Roles/Privileges	30	10
F.5.2	Admin Functions and Login Access	40	15
F.5.3	Events/CAD Bridge	100	40
F.5.4	Interfaces	200	40
F.5.5	Queue Detection/Flasher Activation	10	10
	Break		10
F.5.6	Video Functionality	100	60
F.5.7	TIMS2GO (Mobile App)	30	15
F.5.8	Reporting	15	10
F.5.9	Technical	20	15
	Q&A		25
	Total Points for Oral Presentation	545	255

D.7. PRICE

The State opens Price proposals after evaluating all Technical and Commitment to Diversity proposals (and Oral Presentations).

If the State does not consider the price to be fair and reasonable and negotiations fail to meet an acceptable price, the State reserves the right to cancel the award and take appropriate action to meet the needs of the State. The State determines whether the price is fair and reasonable by considering the offer, including the offeror's qualifications, the offeror's reputation, all price proposals submitted, other known prices, the project budget, and other relevant factors.

D.7.1. The total number of points for Price is 257.

D.7.2. The State will determine Price points using the following formula:

$$\text{Maximum Price Points} \times (\text{Lowest Price} / \text{Offeror's Price}) = \text{Total Price Points}$$

D.8. MAXIMUM AVAILABLE POINTS

The maximum number of points is 525 (Technical) + 214 (Commitment to Diversity) + 545 (Oral Presentation) + 257 (Price) = 1,541 maximum available points.

Section E. ADMINISTRATIVE REQUIREMENTS

E.1. GOVERNING LAW AND FORUM

Illinois law and rules govern this solicitation and any resulting contract. Offeror must bring any action relating to this solicitation or any resulting contract in the appropriate court in Illinois. This document contains statutory references designated with "ILCS". To view the full text, go to <https://ilga.gov/Legislation/ILCS/Chapters>. The Illinois Procurement Code (30 ILCS 500) and the Standard Procurement Rules (44 ILL. ADM. CODE PART 1) are applicable to this solicitation. To view them respectively, go to [Illinois General Assembly - 30 ILCS 500/ Illinois Procurement Code](#) and [Illinois General Assembly - ADMINISTRATIVE CODE](#).

E.2. PUBLIC RECORDS AND REQUESTS FOR CONFIDENTIAL TREATMENT

Offers become the property of the State. All offers will be open to the public under the Illinois Freedom of Information Act (FOIA) (5 ILCS 140) and other applicable laws and rules, unless Offeror requests in its Offer that the State treat certain information as confidential. A request for confidential treatment will not supersede the State's legal obligations under FOIA. The State will not honor requests to keep entire Offers confidential. Offerors must show the specific grounds in FOIA or other law or rule that support confidential treatment. Regardless, the State will disclose the successful Offeror's name, the substance of the Offer, and the price.

If Offeror requests confidential treatment, Offeror must submit additional copy/copies (see Instructions for Submission of Offers in Section C.) of the Offer with proposed confidential information redacted. This redacted copy must tell the general nature of the material removed and shall retain as much of the Offer as possible. In a separate attachment, Offeror shall supply a listing of the provisions identified by section number for which it seeks confidential treatment and identify the statutory basis or bases under Illinois law, including a detailed justification for exempting the information from public disclosure.

Offeror will hold harmless and indemnify the State for all costs or damages associated with the State defending Offeror's request for confidential treatment. Offeror agrees that the State may copy the Offer to facilitate evaluation, or to respond to requests for public records. Offeror warrants that such copying will not violate the rights of any third party.

E.3. MINORITY CONTRACTOR INITIATIVE

The State requires a fee of \$15 to cover expenses related to the administration of the Minority Contractor Opportunity Initiative. Any offeror awarded a contract of \$1,000 or more under Section 20-10, 20-15, 20-25 or 20-30 of the Illinois Procurement Code (30 ILCS 500) is required to pay a fee of \$15. The Comptroller shall deduct the fee from the first check issued to the Vendor under the contract and deposit the fee in the Comptroller's Administrative Fund. 15 ILCS 405/23.9.

E.4. FEDERAL FUNDS

The resulting contract may be partially or totally funded with Federal funds. Upon notice of intent to award, the percentage of supplies and/or services involved that are Federally funded and the dollar amount of such Federal funds will be disclosed.

E.5. EMPLOYMENT TAX CREDIT

Offerors who hire qualified veterans and certain ex-offenders may be eligible for tax credits. 30 ILCS 500/45-67 and 45-70. Please contact the Illinois Department of Revenue (217-524-4772) for information about tax credits [35 ILCS 5/216, 5/217].

E.6. RESERVATIONS

Offeror must read and understand the solicitation and tailor the Offer and all activities to ensure compliance. The State reserves the right to amend the solicitation, reject any or all offers, award by item/services, group of items/services, or grand total, and waive minor defects. The State may request a clarification, inspect Offeror's premises, interview staff, request a presentation, or otherwise verify the contents of the Offer, including information about subcontractors and suppliers. The State may request Best & Final Offers when appropriate. The State will make all decisions on compliance, evaluation, and terms and conditions, and shall make decisions in the best interests of the State and in accordance with the Illinois Procurement Code, rules and other applicable State and Federal statutes and regulations. This competitive process may require that Offeror provide additional information and otherwise cooperate with the State. If an offeror does not comply with requests for information and cooperate, the State may reject the offer as non-responsive to the solicitation. Submitting an offer does not entitle Offeror to an award or a contract. Posting a vendor's name in a Bulletin notice does not entitle the vendor to a contract. The State is not responsible for and will not pay any costs associated with the preparation and submission of any offer.

Awarded Offeror(s) shall not commence and will not be paid for any billable work undertaken prior to the date all parties execute the contract, unless approved in writing in advance by the State Purchasing Officer or the Chief Procurement Officer (or designee).

E.7. AWARD

The State is not obligated to award a contract pursuant to this solicitation. If the State issues an award, the award will be made to the responsive and responsible offeror whose offer best meets the specified criteria unless otherwise permitted by the Illinois Procurement Code and Illinois Administrative Code. However, if the State does not consider the price to be fair and reasonable and negotiations fail to meet an acceptable price, then the State reserves the right to cancel the award and take appropriate action to meet the needs of the State. The State will determine whether the price is fair and reasonable by considering the offer, including the offeror's qualifications, the offeror's reputation, all prices submitted, other known prices, the project budget and other relevant factors. The State will post a notice to the Bulletin identifying the apparent most responsive and responsible offeror.

E.8. INVOICING ADDRESS

The awarded Vendor shall invoice at the completion of the contract unless invoicing is tied in the contract to milestones, deliverables, or other invoicing requirements agreed to in the contract. The Bulletin posting contains the "Bill-to Address:" where invoices should be sent.

Vendor shall not bill for any taxes unless accompanied by proof that the State is subject to the tax. If necessary, Vendor may request the applicable Agency's Illinois tax exemption number and Federal tax exemption information.

E.9. PROTEST REVIEW OFFICE

Offeror may submit a written protest to the Protest Review Office following the requirements of the Standard Procurement Rules. 44 ILL. ADM. CODE 1.5550. For protests related to specifications, the Protest Review Office must physically receive the protest no later than fourteen (14) days after the solicitation or related addendum was posted to the Bulletin. For protests related to rejection of individual proposals or awards, the protest must be received by close of business no later than fourteen (14) days after the protesting party knows or should have known of the facts giving rise to the protest. The Protest Review Office's information is as follows:

Chief Procurement Office
Attn: Protest Review Office
Email: cpogs.pro@illinois.gov

E.10. RESPONSIBILITY

A responsible Offeror is one who has the capability in all respects to perform fully the contract requirements and who has the integrity and reliability that will assure good faith performance. The State determines whether the Offeror is a "responsible" offeror; an offeror with whom the State can or should do business. For example, the State may consider the following:

E.10.1. A "prohibited bidder" includes any person assisting an employee of the State of Illinois by reviewing, drafting, directing, or preparing any invitation for bids, a request for proposal, or request of information, or providing similar assistance unless such assistance was part of a publicly issued opportunity to review drafts of all or part of these documents. For purposes of this section, an employee of the State of Illinois means one who, by the nature of his or her duties, has the authority to participate personally and substantially in the decision to award a State contract. No person or business shall submit specifications to a State agency unless requested to do so by an employee of the State. No person or business that contracts with a State agency to write specifications for a particular procurement need shall submit a bid or proposal or receive a contract for that procurement need.

Nothing herein is intended to prohibit a vendor from bidding or offering to supply developing technology, supplies or services after providing the State with a demonstration of the developing technology, supplies, or services; provided the subject of the demonstration to the State represents industry trends and innovation and is not specifically designed to meet the State's needs. Nothing herein is intended to prohibit a person or business from submitting a bid or offer or entering into a contract if the person or business: (i) initiates a communication with an employee to provide general information about products, services, or industry best practices and, if applicable, that communication is documented in accordance with Section 50-39 of the Illinois Procurement Code or (ii) responds to a communication initiated by an employee of the State for the purposes of providing information to evaluate new products, trends, services, or technologies.

E.10.2. Other factors that the State may use to evaluate to determine responsibility include, but are not limited to: political contributions, certifications, conflict of interest, financial disclosures, taxpayer identification number, past performance in business or industry, references (including those found outside the Offer), compliance with applicable laws, financial responsibility, insurability, effective equal opportunity compliance, payment of prevailing wages if required by law, capacity to produce or sources of supply, and the ability to provide required maintenance service or other

matters relating to the offeror's ability to deliver in the quality and quantity within the time and price as specified in this solicitation.

E.10.3. Awarded offerors must always have financial resources sufficient, in the opinion of the State, to ensure performance of the contract and must provide proof upon request. The State may require a performance bond if, in the opinion of the State, it ensures performance of the contract. The State may terminate the contract, consistent with the termination for cause provision of the contract, if the vendor lacks the financial resources to perform under the contract.

E.10.4. The State may require that an offeror correct any deficiencies as a condition of further evaluation.

E.11. BidBuy Terminology and Guidance: BidBuy is an online e-procurement system. There may be some difference between the procurement terminology used in this solicitation and the terms used in BidBuy. Please learn more about BidBuy by accessing the online resources found here:

<https://pathway2procurement.illinois.gov/bidbuy.html>

Section F. PROPOSAL FORMS

Offeror must complete and return:

- The following three (3) tables of Technical Requirements: Contract Requirements (Section F.1), Mandatory Requirements with Evidence (Section F.2), and Proposed Technical Solution (Section F.3) – Include in Bookmark #6 Below
- Commitment to Diversity (Section F.4) – Include in Bookmark #11 Below
- Offer to the State of Illinois Information and Technology – Include in Bookmark #6 Below

Please read and follow each instruction carefully.

OFFEROR'S PROPOSED SOLUTION TO MEET THE STATE'S REQUIREMENTS: Please respond in the following prescribed format:

Respondents are advised to adhere to the submittal requirements of this RFP. Failure to comply with the instructions of this RFP may be cause for rejection of a non-compliant proposal. Offerors are encouraged to provide adequate details for any request for information as noted in this RFP.

The Offeror should submit electronically a searchable pdf and title the sections of their response pursuant to each Element noted below:

- Cover Page: The Offeror should include a cover page that contains the full Legal Firm Name and all known Subcontractors (Full Legal Firm Names), BEP/VOSB designation (if applicable), and percentage of proposed work of each.
- Bookmark 1—Table of Contents: The Offeror should include a table of contents in its Offer. Offers should be page numbered sequentially from front to back.
- Bookmark 2 – Transmittal Letter: An individual authorized to legally bind the Offeror should sign the transmittal letter. The person who signs the transmittal letter will be considered the contact person for all matters pertaining to the Offer unless the Offeror designates another person in writing. The letter should include the Offeror's mailing address, e-mail address, fax number and telephone number. Any request for confidential treatment of information should be included in the transmittal letter in addition to the specific statutory basis supporting the request, an explanation of why disclosure of the information is not in the best interest of the public, and the specific basis the Illinois Freedom of Information Act (5 ILCS 140/7) for the exemption from disclosure of such information. The transmittal letter should also contain the name, address, email address, and telephone number of the individual authorized to respond to the Tollway about the confidential nature of the information.
- Bookmark 3 – Executive Summary: The Offeror should prepare an Executive Summary and overview of the services it is offering including all of the following information: The Offeror should provide their current business overview. Statements that demonstrate that the Offeror understands the services as specified in the RFP.
- Bookmark 4 – General Company Information: The Offeror should provide details regarding their company information and their client base.
- Bookmark 5 – Financials: The Offeror should provide the last three (3) most recent Year End Financial Statements. Offeror's financial statements should fairly and accurately present the results of the company's operations and its financial position according to generally accepted accounting principles. Financial statements should include an income statement, balance sheet, statement of cash flows, footnotes and a Standard Operation Controls audit.

- Bookmark 6 – Proposed Technical Solution: The following three (3) tables of Technical Requirements: Contract Requirements (Section F.1), Mandatory Requirements with Evidence (Section F.2), and Proposed Technical Solution – Desirable Elements (Section F.3) are required to be returned in this Bookmark, along with the Offer. The Offeror should provide in the Offeror's response outlining the RFP requirements and the Offeror's proposed solution. Offeror's proposed solution should detail how the Offeror plans to approach each requirement addressed in Sections F.2 and F.3. Offerors should provide a detailed description of how the Offeror plans to approach each Technical requirement. Offers should identify any deviations from the stated requirements in Section F or requirements that the Offeror cannot satisfy.
- Bookmark 7 – Offeror/Staff Specifications: Provide an Organizational chart and resumes and references for all known participating staff and/or position descriptions in the solicitation. Please provide additional organizational information demonstrating the qualifications of your agency/firm for performing the work required to meet the demands of this RFP. Please include an organizational history which includes a listing of similar previous engagements of implementing or solutions as proposed. The Offeror should provide a total of three (3) References. The Tollway will accept references from private firms or governmental agencies.
- Bookmark 8 – Planned Changes: Describe any potential or planned changes or initiatives that, in the next twelve to twenty-four months, could significantly change any of the information provided implementing these changes.
- Bookmark 9 – Pricing: Please provide a blank page as a placeholder. **Price entries on the Items tab will be locked automatically upon submission of the quote. Entering cost, pricing or discount information in the Alternate Description may result in disqualification. If the agency requires pricing to be submitted in an attachment, Offeror shall upload pricing under the "Required Documents" section on the Attachments tab and check the box "Does the attachment contain any pricing, cost or discount information?" Failure to check this box allows your pricing to be viewed when bids are opened and will result in disqualification of your offer. NOTE: Do not check "Does the attachment contain any pricing, cost or discount information" if the attachment does NOT include pricing, cost, or discount information.**
- Bookmark 10 – Other Exhibits: Reference questionnaire and Completed references, Training Materials, Sample Reports, and Other Pertinent Information (i.e.: Licenses, Certifications, Charts, Exceptions, etc.).
- Bookmark 11 – Diversity and Compliance History Narrative: Offerors shall complete and return the Commitment to Diversity Vendor Answer Sheet (Section F.4) in this Bookmark. Proposers should include narrative provided of firm history on meeting BEP and VOSB/SDVOSBE goals on previous contracts including Tollway or other entities. Points are based on narrative alone. Tollway contracts are not preferred and do not factor into the evaluation or points.

F.1. CONTRACT REQUIREMENTS

Please read each contract requirement carefully in F.1. These contract requirements shall be included in any contract resulting from this solicitation. Please check "Agree" next to each requirement to indicate the proposal complies with each requirement.

CONTRACT REQUIREMENTS		Agree
F.1.1.	User Administration - The system's user administrative functions must be the responsibility of the Traffic Operations Center assigned to provision and manage those functions in the system.	<input type="checkbox"/>
F.1.2.	User Administration - Rights, Roles, and Privileges - The user's login must determine their roles, rights, and privileges in the system and the screens that they will be able to access.	<input type="checkbox"/>
F.1.3.	User Administration – Logout - Exiting from the application must be triggered by either closing the main screen via selecting "Exit" on the Menu or pushing the "x" button.	<input type="checkbox"/>
F.1.4.	User Administration – Adding/Editing/Deleting Users - The system must enable providing access to authorized users to allow addition, edit, and deletion of users.	<input type="checkbox"/>
F.1.5.	General User Capabilities - The application must have functionalities for authorized administrative users to perform.	<input type="checkbox"/>
F.1.6.	General User Capabilities – Online Users - The system must enable authorized Admin users to view the list of currently online users in a screen or window and perform authorized action for those users. Authorized users must be able to: <ul style="list-style-type: none"> • Forced logoff of a user or multiple users • Forced logoff of application types from the system • Broadcast message 	<input type="checkbox"/>
F.1.7.	General User Capabilities – Asset Management Administration - The system must cover asset management administration. There must be a view and administration screen for all assets. The following information must be included: <ul style="list-style-type: none"> • Device ID • Description • Status Flag-Resolved/Unresolved • Updated Flag • Last note • Asset Note must be able to be exported in specific formats 	<input type="checkbox"/>
F.1.8.	General User Capabilities – Maps Configuration - The system must have the feature for authorized users to control Map's properties. The following properties include: <ul style="list-style-type: none"> • Coloring • Thresholds • Tooltip 	<input type="checkbox"/>
F.1.9.	General User Capabilities – Speed Alert Controls – The application must have the feature for authorized users to control Speed Alert's properties, The following properties are: <ul style="list-style-type: none"> • Congestion colors • Thresholds • Tooltip 	<input type="checkbox"/>
F.1.10.	General User Capabilities – User Break Administration - The system must have functionality for users to record their Break status during a shift. <ul style="list-style-type: none"> • The different status must be: On Break – start of Break • Off Break – end of Break. User will need to sign on again when ending Break and returning to work. User must not be able to access the application while in break mode. The authorized administrator or manager must be able to view all the users and their Break status.	<input type="checkbox"/>
F.1.11.	General User Capabilities – Look and Feel Control - The system must have multiple theme/mode to support changes on display preferences per user preference.	<input type="checkbox"/>
F.1.12.	General User Capabilities – System Statistics - The system must provide dynamic system statistics. Below are some sample statistics: <ul style="list-style-type: none"> • Alarm related <ul style="list-style-type: none"> ○ Count of Active Alarms • Display Messaging System (DMS) related <ul style="list-style-type: none"> • Total DMS • Count and Percentage of communicating DMS • Full-sized DMS 	<input type="checkbox"/>

	<ul style="list-style-type: none"> Count and Percentage of communicating Full-sized DMS LCS DMS Count and Percentage of communicating LCS DMS PCMS Count and Percentage of communicating PCMS Congestion Related <ul style="list-style-type: none"> Count of TIMS segment / Time last updated Event Related <ul style="list-style-type: none"> Count of Non-Roadwork Events segment / Time last updated Count of CAD Events segment / Time last updated Count of Waze Events segment / Time last updated Count of Weather Events segment / Time last updated Video related <ul style="list-style-type: none"> Total cameras Count of Pollable Cameras Count and Percentage of Pollable Cameras 	
F.1.13.	General User Capabilities – Shift Notes - The system must have a feature that allows users to create, save, and archive Shift Notes while on duty to document any noteworthy observations during a shift.	<input type="checkbox"/>
F.1.14.	Alarms - The system must have a functionality to manage, view, and monitor all the Alarms. The following information must be available: <ul style="list-style-type: none"> Alarm level Category Location Last updated First Seen 	<input type="checkbox"/>
F.1.15.	Active Alarms - The system must have a functionality to manage, view, and monitor all the Alarms. The following information must be available: <ul style="list-style-type: none"> View Active Alarms Delete Alarms Acknowledge Alarms Open Asset Open Cartograph Test The system must have the ability to export active alarms.	<input type="checkbox"/>
F.1.16.	Active Alarms – Alarm Details - The system must be able to view Alarm details including: <ul style="list-style-type: none"> Category <ul style="list-style-type: none"> Communication Channel Configuration Congestion DMS Network Levels <ul style="list-style-type: none"> Fatal Error Warning Information Unknown The alarm details display filtering must be able to be configured in the system by users.	<input type="checkbox"/>
F.1.17.	Active Alarms – Alarm History -The system must have a functionality to view alarm history, retrieve older alarms (in a separate tab or view), and clear selected history. There must be an alarm history report that can be generated, and all actions performed must be recorded or logged for future reference or compliance. Data retention to be followed must be in the defined Tollway Data Retention Policies and Guidelines.	<input type="checkbox"/>
F.1.18.	Active Alarms – Acknowledged Alarms - The system must have a functionality for a user to Acknowledge Alarms, if they don't wish to be reminded of it every time they log in and move those alarms to a different view or tab. This must be specifically applicable for that user only. After an alarm is acknowledged, it must no longer display the alarm on the Active (Unacknowledged) tab for the user.	<input type="checkbox"/>

	This must not affect other users' alarm interface.	
F.1.19.	<p>Active Alarms – Archived Alarms - The system must have a functionality to Archive alarms. Archiving of alarms must be available by choosing different filters of available fields such as:</p> <ul style="list-style-type: none"> • Category • Levels • Location 	<input type="checkbox"/>
F.1.20.	<p>Active Alarms – Alarms Notification Matrix, which allows the Tollway to manage which users receive alarm emails/notifications. The system must have a functionality for an admin user to manage the configuration of Alarm Notification by:</p> <ul style="list-style-type: none"> • User ID • Alarm Type • Kind of Notification • When notification is sent 	<input type="checkbox"/>
F.1.21.	<p>Active Alarms – Alarms Notification Emails - for a list of predefined alerts generated by the system, the system must have a functionality for an admin user to manage configuration of Alarm Notification by:</p> <ul style="list-style-type: none"> • User ID • Alarm Type • Kind of Notification <p>When a notification is sent the system must have the ability to add new alarm email notification account, edit existing alarm email users and email settings, and send alarm emails.</p>	<input type="checkbox"/>
F.1.22.	Event Management – The system must have screen interfaces for different monitoring of events.	<input type="checkbox"/>
F.1.23.	<p>Event Management – Event Class – The system must have an Event Class available and must be able to be used as filters or options for display.</p> <p>The following are examples of these classed:</p> <ul style="list-style-type: none"> • Signing Only – manually creating events with manual response plans • Lane Blocking – can be manually created or originated from the CAD or GCM, which can have system generated plans • Roadwork • ATM Corridor • Locked Locations • Amber/Silver Alerts 	<input type="checkbox"/>
F.1.24.	<p>Event Management – Event Display – The system must have a functionality to display events, represented by their unique category or class icons, on the map when they are turned on.</p> <p>The event's information must be available by hovering over on the Event icon on the map. Selecting the icon on the map must allow the details of the event to be displayed.</p>	<input type="checkbox"/>
F.1.25.	<p>Event Management – Event Graphical User Interface (GUI) - The system must have a feature for the GUI of the current active events to be color coded.</p> <p>The following is an example for the color coding:</p> <ul style="list-style-type: none"> • Green – Lane Blocking • Orange – Roadwork • Gray – Signing Only • Blue – Smart Corridor • Yellow – Alert <p>The following symbol are examples of what must be used as indications or flags or events:</p> <ul style="list-style-type: none"> • Check symbol – Event has an active response plan • Clock symbol – Event's duration has expired • TM symbol – Event has been sent to TravelMidwest.com • Cone symbol – Smart Work Zone • Road symbol – Roadwork has been sent to CAD <p>Selecting an event on any list must display the details of the event.</p>	<input type="checkbox"/>

<p>F.1.26. Event Management – Event Details – There must be a screen or tab showing all the details of the Event. This must be the screen to create, edit, and end an event. The following is some of the information listed in the details of the event:</p> <ul style="list-style-type: none"> • Event ID • Source • CAD • Location • Schedule • Scratchpad • Note • Signs • Associated Real Time Notes • Embedded Maps • Lanes (Yellow or Red) • Locked Location • Override CAD Event Type • Override Auto Impact • Locked Event • Locked Response Plan • Status • Option to create a multi-directional event or bi-directional event (mainline events) • Pavement Event • Event Duration 	<input type="checkbox"/>
<p>F.1.27. Event Management – Dynamic Message Sign (DMS) Response - There must be a DMS screen or tab that will display the associated response plan. Plans are signs and associated messages. If the user selects a particular sign, the text panes at the bottom must be enabled, and the signs message must appear, and can be edited on that field provided.</p>	<input type="checkbox"/>
<p>F.1.28. Event Management – Active Traffic Management (ATM) Response - There must be an ATM screen or tab that will display the associated response plans for events located within ATM corridors.</p>	<input type="checkbox"/>
<p>F.1.29. Event Management – Notification Response - The system must have a functionality to control the notification responses. Notification responses are messages that can be sent out for each event. There must be a facility to create a notification response message that must be auto populated.</p> <p>The following information must be included:</p> <ul style="list-style-type: none"> • Subject Line – there must be a default subject line that can be customized by user. <ul style="list-style-type: none"> ○ A sample of this default subject line is: <Type of Event> <Name of Event> • Message –must be customized by user • Addressee’s Email • Toggle Boxes/Options – if the box is checked that account will receive proposed message <ul style="list-style-type: none"> ○ Email ○ TravelMidwest.com ○ Waze ○ Each Interstate’s social media account • Incident Management Email Group. - there must be an Incident Management box that must automatically be toggled. This must show the event crash type and recovery types. 	<input type="checkbox"/>
<p>F.1.30. Event Management – Additional Information - There must be an additional information area for when it is applicable. This must include the following:</p> <ul style="list-style-type: none"> • Roadwork additional information – extensive additional information about the roadwork • Incident additional information – limited to: <ul style="list-style-type: none"> ○ Fatalities ○ Injuries ○ Pavement ○ Weather ○ Property Damage ○ Vehicular Data 	<input type="checkbox"/>

F.1.31.	<p>Event Management – Regional Notifications - There must be an area to show the progression of notification types and media to be used based on conditions sorted by levels.</p> <p>Sample Regional Notification Level Definitions are as follows:</p> <ul style="list-style-type: none"> • Tollway • Direction of Tollway • Mile Posts for this Road/Direction • Agencies • Contact Information • Conditions Per Level • Notifications Per Level • Effect Per Level • DMS Per Level 	<input type="checkbox"/>
F.1.32.	<p>Event Management – Full Closure - There must be display for important details regarding Full Closures, where the user must view important information including, but not limited to the following:</p> <ul style="list-style-type: none"> • Event ID • Event Description • Event Type • Highway • Blockage Information • Cross Street • Milepost Information <p>The system must give the user ability to select from existing email groups to send email containing all information listed above.</p>	<input type="checkbox"/>
F.1.33.	<p>Event Management – Event Tags - There must be a feature to tag events with one or more keywords and filter events using these custom tags.</p>	<input type="checkbox"/>
F.1.34.	<p>Event Management – Notes Display - The system must color code Notes based on a user's defined keywords, by event class or category.</p> <p>This feature must be user specific, but the specific settings maybe imported or exported for them to be shareable. The system administrator must have the overall ability to manage them. Example: disable/enable this setting.</p>	<input type="checkbox"/>
F.1.35.	<p>Event Management – Scratchpad - The system must have a functionality of a Scratchpad as a tool to write TOC-specific notes. These notes must be private to TIMS and will not be seen outside of TIMS application. The notes must not be archived as well.</p>	<input type="checkbox"/>
F.1.36.	<p>Event Management – Event Audible Tone - The application must include audible tone on event creation for incoming events.</p>	<input type="checkbox"/>
F.1.37.	<p>Event Management – Linking Events - There must be a feature to link events in the system. And there must be a configurable setup of which events can be linked and which are not. The system administrator must be able to configure this setup.</p>	<input type="checkbox"/>
F.1.38.	<p>Event Management – System-Initiated Events (Creation of Events) - There must be a functionality for the application to initiate or create events in the system.</p> <p>Examples of these events are as follows:</p> <ul style="list-style-type: none"> • Accident • Stall • Debris • Police Activity • Medical Emergency • Wrong Way Driver • Fire • Fight • Pedestrian • Pothole • ATM Manual • Test 	<input type="checkbox"/>

<p>F.1.39. Event Management – Amber Alert & Missing/Endangered Person Alert - The Amber Alert and Missing/Endangered Person Alert, must be available in the system. Like other event types, this must be included in the interface.</p> <ul style="list-style-type: none"> • Users must not need to manually create Signing Only events with manual DMS response plans. • Users must have the option to create an Amber Alert event as their own event type from the Event Type list. • The system must treat Amber Alert and Missing/Endangered Person Alert as a system wide event. No event location must be defined. Because of this, Amber Alert must not appear on the system’s map. • Messages must be auto generated by the system after the user inputs information into the system’s user interface. 	<input type="checkbox"/>
<p>F.1.40. Event Management – Event Bridge Configuration - The system must have a generic event bridge API that allows the development of an event bridge for outside agency sources. Currently the Tollway system has the CAD Bridge. The system administrator must be able to manage CAD Bridge configuration parameters and its values. The following must be included:</p> <ul style="list-style-type: none"> • Event Bridge Name • Enabled/Disabled Tag • Last Updated <p>For each Bridge, the following information must be included:</p> <ul style="list-style-type: none"> • Originating Agency • Nature Code • Event Type • Included/Excluded Filter • Confirmation Tagging • Count of Calls • User Notes <p>The following are the current event bridge configurations:</p> <ol style="list-style-type: none"> 1) Waze Bridge Configuration: <ul style="list-style-type: none"> ○ Inbound Waze Event – creates new events from Waze events. ○ Outbound Waze Events – pushes current events to Waze. 2) ISP Bridge Configuration 3) National Weather Service Bridge Configuration - The system must allow customization of which types of weather notifications to allow. When a notification is received, it must display as a banner at the top of the main screen for TIMS. The user must have the option to acknowledge the banner and close it or allow it to persist on the screen. 	<input type="checkbox"/>
<p>F.1.41. Map - The system must have a Map and must be able to launch from the main menu.</p>	<input type="checkbox"/>
<p>F.1.42. Map – Map Layers – The system must have a control panel to manage viewing the map, as follows:</p> <ul style="list-style-type: none"> • There must be a facility (icon or button) to access the Layers of the map • Map layers must be toggled on and off (checkbox) • There must be a tool to Show All or Hide All layers and all categories as needed <p>Below example categories of information that must be available as filters in viewing the map:</p> <ul style="list-style-type: none"> • Events <ul style="list-style-type: none"> ○ Incidents ○ Constructions ○ Smart Work Zone • Signs <ul style="list-style-type: none"> ○ TIMS Signs ○ Portable Signs ○ Non-Tollway Signs ○ Gantry Signs • Camera <ul style="list-style-type: none"> ○ Tollway Cameras ○ Non-Tollway Camera ○ Video Analytics Cameras • AVL (Automated Vehicle Location) <ul style="list-style-type: none"> ○ Engineering ○ Car Type 	<input type="checkbox"/>

<ul style="list-style-type: none"> ○ Car Type 2 ○ Van ○ Money ○ Help ○ Truck ○ Incident Response ○ Plow ○ Special Truck ○ PCMS ○ Other AVL • Congestion <ul style="list-style-type: none"> ○ Targets ○ iPass Segments ○ Inrix Segments ○ Here Segments ○ Verizon Segments ○ Bluetooth Segments ○ TSC Segments • Devices <ul style="list-style-type: none"> ○ BT Devices ○ RTMS ○ NWS Stations ○ Queue Detector ○ RWIS Stations ○ Weather Stations ○ WIM Stations ○ WWD Stations • Facilities <ul style="list-style-type: none"> ○ Crash Investigation Site ○ Crossovers ○ Maintenance Sites ○ Oasis ○ Toll Plazas ○ WIM Stations • GIS Layers <ul style="list-style-type: none"> ○ Mile Posts ○ Counties ○ IDOT Districts ○ State Police Troops ○ State Police Districts ○ Tow Zones (Heavy Duty) ○ Tow Zones (Light Duty) ○ Maintenance Site Zones 	
<p>F.1.43. Map –Navigation - Map navigation must be a main feature in the system. The following functionalities must be included:</p> <ul style="list-style-type: none"> • There must be a zoom in and out feature, and this tool must be in the main screen. Zooming functions must work by scrolling mouse and it must also work on mobile and touchscreen devices. • Planning must be done by clicking and dragging the mouse in any direction. • Desired views must be created and saved by the map’s desired position. • The system must be able to allow users to save and name the views they create. 	<input type="checkbox"/>
<p>F.1.44. Map – Map Icons - There must be icons to appear on the map to represent different important information. It must be grouped into categories that must be set up. Behavior of the different icons must be uniquely displayed and must be able to be defined in the system.</p>	<input type="checkbox"/>
<p>F.1.45. Map – Tool Tips - The system must have a tool tip feature. Hovering or stopping the cursor over any icon (except the Queue Detection) on the map must show information on that icon and what it represents.</p>	<input type="checkbox"/>
<p>F.1.46. Map – Double Clicking - The system must allow double clicking on an icon to pop up a screen showing the detailed information that icon represents. Examples of icons that could be double clicked to pop up detailed information are:</p> <ul style="list-style-type: none"> • CCTV (Closed Circuit Television Camera) 	<input type="checkbox"/>

<ul style="list-style-type: none"> • TIMS Dynamic Signs • TIMS Portable Signs • Incidents • Weather • Queue • Construction • Travel Times • Mobility RTMS units • Portable Traffic Monitoring System (PTMS) • Non-Tollway Camera <p>The Pertinent data or map screen items listed above must be showing, depending on the items, when the icon is selected by double clicking it.</p>	
F.1.47. Video – The system must have the functionality to launch the CCTV Control from the main menu. There must be CCTV items (icons) to choose from under the Camera layer from the sub menu.	<input type="checkbox"/>
F.1.48. Video – PTZ (Pan, Tilt, Zoom) Control, Camera Settings, Icon Legend - The system must offer expandable section for PTZ control, camera settings and icon legend in its video user interface.	<input type="checkbox"/>
F.1.49. Video – Camera Control - Users, depending on their permission, must be able to control the camera, including the following: <ul style="list-style-type: none"> • Panning • Tilting • Zooming in/out • Focus • Iris • Brightness control • Preset control 	<input type="checkbox"/>
F.1.50. Video – Map Layers – Camera Control Location Camera Location Information must include: <ul style="list-style-type: none"> • Agency • Device ID • Device Name • Description • Plaza ID • Milepost • Road • Cross Street • Alternate Roads • Coordinates • Direction • Device State <ul style="list-style-type: none"> ○ Proposed ○ Integration ○ Burn-in ○ Contractor Warranty ○ Maintenance Warranty ○ Deployed ○ Scheduled for Replacement ○ Recommended for Replacement ○ Scheduled for Decommission ○ Decommissioned ○ Burn-in Paused ○ Burn-in Resumed • Camera Usage • Deployment Priority <ul style="list-style-type: none"> ○ Critical ○ High ○ Medium ○ Low 	<input type="checkbox"/>

<ul style="list-style-type: none"> • Deployment Quality <ul style="list-style-type: none"> ○ Ok ○ Blocked View ○ Poor Video Quality ○ Limited Coverage ○ Duplicate ○ Not in Use • Last Update Timestamp • Contract Number • Accessibility <ul style="list-style-type: none"> ○ Good ○ Barrier Wall/High Cabinet ○ Shoulder Bump-Out Available ○ Construction Zone • Date Installed • Last Maintained • Modem Properties • SNMP Properties 	
<p>F.1.51. Video – Camera and Encoder Settings - Camera / Encoder Settings must include the following:</p> <ul style="list-style-type: none"> • Camera and Video Routing-related: <ul style="list-style-type: none"> ○ Camera Type ○ Camera Make ○ Deployment Type ○ Routing Type • Encoder-related: <ul style="list-style-type: none"> ○ Encoder Type ○ Input Port ID ○ Video Profile ○ Codec Type ○ Transcode Option • Connection <ul style="list-style-type: none"> ○ Remote ○ Local ○ Custom • Digital Video Related <ul style="list-style-type: none"> ○ IP Address ○ Multicast address ○ Multicast Port ○ Video Username / Password ○ Custom URL • Video Layout Related <ul style="list-style-type: none"> ○ Support Quad ○ Signal Phase • Color Device State Column Users must have the ability to view colored device states in all lists for CCTV, DMS, and MVDS. Examples: <ul style="list-style-type: none"> ○ Orange – Contractor Warranty, Maintenance Warranty ○ Yellow – Scheduled or Replacement 	<input type="checkbox"/>
<p>F.1.52. Video – Video Destination Configuration - Users, depending on permission, must be able to view and manage video outputs status and configuration controls. The following status information must be included in this control screen:</p> <ul style="list-style-type: none"> • Destination ID • Description • Destination Type • Connection Type • IP Address • Native ID • Protocol • Network Port 	<input type="checkbox"/>

<ul style="list-style-type: none"> • Video Module Information <ul style="list-style-type: none"> ○ Width ○ Height ○ Columns ○ Rows ○ Description • Recording Properties <ul style="list-style-type: none"> ○ Record Option Yes/No ○ Recording Server ID ○ Maximum Windows 	
<p>F.1.53. Video – Video Playback and Control - Video recordings must be organized and sorted in a way that they can be filtered and sorted by user. Example of which is by Destination and Recording Timeframe. There will be a listing of video recordings that user can also select from and playback.</p> <p>There must be an option for video to be opened in a larger playback window after being selected. This window must be resizable, zoomable, and can be played back simultaneously with the embedded player.</p> <p>There must be the following controls:</p> <ul style="list-style-type: none"> • Play • Stop • Pause • Slow • Speed Control 	<input type="checkbox"/>
<p>F.1.54. Video – Video Sharing - The system must allow videos to be shared to public and media outlets, in accordance with Tollway Policies, Procedures and Guidelines.</p>	<input type="checkbox"/>
<p>F.1.55. Video – Video Recording System - The video recording system is designed to record, store, and playback video segments and retain the video for a period of 96 hours or appropriate per the TOC standards.</p> <p>The vendor must support the Video Recording System where all video is being displayed on any TOC output screen, which is recorded digitally on a separate video recording server.</p>	<input type="checkbox"/>
<p>F.1.56. Queue Stations - The system must have the functionality to configure any Vehicle Detector Station (VDS) as a queue station.</p> <p>Queued conditions must be determined by the system on occupancy and/or speed provided by VDS.</p> <p>A new Queue station is expected to contain the following:</p> <ul style="list-style-type: none"> • One or more VDS to determine Queue conditions • One or more Advanced Warning Systems (Flasher) <p>Detailed information must be available on the main menu and there must be icons displayed on the map when the Queue Detector layer is turned on.</p>	<input type="checkbox"/>
<p>F.1.57. Queue Stations – Queue Real-Time - The system must have the feature to monitor all the warning flashers in one user interface and must be easy to use. There must also be a tabular view.</p>	<input type="checkbox"/>
<p>F.1.58. Queue Stations – Queue Station Status - There must be a display of the Queue station status and user must be able to disable/enable the entire queue station.</p> <ul style="list-style-type: none"> • The system must recommend flasher’s activation and deactivation. • The queue station alarm history must be available for display. 	<input type="checkbox"/>
<p>F.1.59. Queue Stations – Queue Station Configuration - The system must have the functionality to create and configure new Queue stations.</p>	<input type="checkbox"/>
<p>F.1.60. Workstation Consoles - The vendor must support the system to run on standard Tollway equipment so we can patch, update, and replace as needed.</p> <p>Currently, workstation consoles are housed in the traffic center. Each provides access to TIMS, Computer Aided Dispatch (CAD), the Tollway’s LAN network, TIMS Digital and Analog Video, and the Internet. They each have monitors and multiple keyboards.</p> <p>In addition to the workstations within the TOC, there are TIMS additional workstations provided to TIMS users.</p> <p>The vendor needs to work with the Tollway to ensure all workstations are current and up to date with the Tollway desktop standards.</p>	<input type="checkbox"/>

<p><i>Current setup in Appendix A. It shows current TIMS workstations and the associated equipment</i></p>	
<p>F.1.61. Informational - Internal Interfaces Below are the existing internal interfaces:</p> <ul style="list-style-type: none"> • CAD/TIMS interface (see F.3.24) • I-PASS (see F.1.63) • Automated Vehicle Location (AVL) (see F.3.25) • Cartograph (see F.3.26) • Lane Closure Management System (see F.3.27) • Field Devices: <ul style="list-style-type: none"> ○ Portable Changeable Message Signs (see F.2.4) ○ CCTV (see F.3.28) ○ Dynamic Message Signs (DMS) – Type I (see F.3.29) ○ Vehicle Detection Systems (see F.3.30) ○ Queue Detection (see F.3.31) 	<input type="checkbox"/>
<p>F.1.62. Internal Interface – Support and Change Process - The vendor must maintain and support the existing internal interfaces. The vendor must create new internal interfaces as requested by the Tollway, follow procedures for all changes to be made.</p> <ul style="list-style-type: none"> • All requests must go through the Tollway PMO process allowing IT to approve each request and phase before work can start • Design for all changes must be presented and approved by the Traffic Operations Group and IT. All changes would be approved via the IT change control board before installation. • Testing and project signoff must be obtained from the Traffic Operations Group and IT. 	<input type="checkbox"/>
<p>F.1.63. Internal Interface – I-PASS Interface - The internal I-PASS interface is used to compute travel times between collection points. Data received through an interface to an I-PASS collection database is used to compute average travel times between collection points. Anonymous I-PASS tag reader data is smoothed and normalized and used in calculations providing average travel times between collection points. This data is used for Travel Time messaging, TIMS Map Display as well being sent through the Gateway interface for use on the Travel Midwest Website (travelmidwest.com) for the transportation agencies and other data subscribers to use. The vendor must:</p> <ul style="list-style-type: none"> • Maintain and support the existing I-Pass interface • Create new I-PASS interfaces as requested by the Tollway • Provide proper documentation • Obtain appropriate Traffic Operations Group and IT signoffs for all requests, design, testing and implementation. 	<input type="checkbox"/>
<p>F.1.64. Informational - External Interfaces Below are the existing external interfaces:</p> <ol style="list-style-type: none"> 1. Inrix (see F.3.32) 2. Waze (see F.3.33) 3. Getaway Interface (see F.3.34) 4. Video Sharing (see F.3.35) 5. Lane Closure Management System (see F.3.27) 6. Field Devices: <ol style="list-style-type: none"> a. CCTV (see F.3.28) b. Dynamic Message Signs – Type I (see F.3.29) c. Portable Changeable Message Signs (see F.3.36) d. Vehicle Detection Systems (see F.3.30) e. Roadway Weather Information System (see F.3.37) f. Queue Detection (see F.3.31) 8. Protocols: <ol style="list-style-type: none"> a. Bluetooth - our current Bluetooth devices are by a company called BlueTOAD (see F.3.38) b. Other protocols may be required in the future. (see F.1.66) 	<input type="checkbox"/>

F.1.65.	<p>External Interface – Maintenance, Support and Change Process - The vendor must support external interfaces and create new external interfaces as requested by the Tollway. Provide documentation to be approved by IT for each interface.</p> <ul style="list-style-type: none"> • Maintain and support existing external interfaces. • Create new external interfaces as requested by the Tollway. • Provide proper documentation. • Obtain appropriate Traffic Operations Group and IT signoffs for all requests, design, testing and implementation. 	<input type="checkbox"/>
F.1.66.	<p>External Interface – Field Device: Other Protocols - Other protocols may be required in the future</p> <ul style="list-style-type: none"> • Maintain and support future protocols • Incorporate and support any new protocols, or other new protocol devices, as required by the Tollway • Provide proper documentation of procedures and changes made • IT approval is required for all changes, and they must be documented • Obtain appropriate Traffic Operations Group and IT signoffs for all requests, design, testing and implementation. 	<input type="checkbox"/>
F.1.67.	<p>Reporting - Existing, Revisions, and New Reports -</p> <p>All existing reports must be supported by the vendor.</p> <p>Any revisions or corrections to existing reports or additional settings to produce or extraction of the report must be supported by the vendor.</p> <p>Any new reports that will be required by the Tollway will be developed and supported by the vendor.</p> <ul style="list-style-type: none"> • IT approval is required for all changes, and they must be documented • Obtain appropriate Traffic Operations Group and IT signoffs for all requests, design, testing and implementation. 	<input type="checkbox"/>
F.1.68.	<p>Integration - Existing, Revisions, and New Integrations</p> <p>All existing integrations to must be supported by the vendor.</p> <p>Any revisions or corrections to existing integrations must be maintained and supported by the vendor.</p> <p>Any new integrations that will be required by the Tollway will be developed and supported by the vendor.</p> <ul style="list-style-type: none"> • IT approval is required for all changes, and they must be documented • Obtain appropriate Traffic Operations Group and IT signoffs for all requests, design, testing and implementation. 	<input type="checkbox"/>
F.1.69.	<p>Conversion</p> <p>If there were data conversions from and to, that will be required by the Tollway, it must be supported by the vendor.</p> <ul style="list-style-type: none"> • IT approval is required for all changes, and they must be documented • Obtain appropriate Traffic Operations Group and IT signoffs for all requests, design, testing and implementation. 	<input type="checkbox"/>
F.1.70.	<p>Workflow</p> <p>All existing workflows must be supported and executed by the vendor.</p> <p>Any revisions or new workflow with TIMS that will be required by the Tollway must be followed, and supported by the vendor</p> <ul style="list-style-type: none"> • IT approval is required for all changes, and they must be documented • Obtain appropriate Traffic Operations Group and IT signoffs for all requests, design, testing and implementation. 	<input type="checkbox"/>
F.1.71.	<p>User Interface</p> <p>New user interfaces that will be required by the Tollway must be developed, maintained, and supported by the vendor. Revisions to existing user interfaces must be maintained and supported by the vendor as well.</p> <ul style="list-style-type: none"> • IT approval is required for all changes, and they must be documented. • Obtain appropriate Traffic Operations Group and IT signoffs for all requests, design, testing and implementation. 	<input type="checkbox"/>
F.1.72.	<p>System Infrastructure – Implement encryption for data and video in transit using protocols like HTTPS (as an example) and secure the communication channels.</p>	<input type="checkbox"/>
F.1.73.	<p>System Infrastructure – SaaS - Solution must be distributed across geographically diverse data centers in the United States and provide a secure API gateway.</p>	<input type="checkbox"/>

F.1.74.	System Infrastructure – SaaS - Solution must be hosted on Government cloud if possible.	<input type="checkbox"/>
F.1.75.	System Infrastructure – SaaS - Solution must be hosted as a single tenant with an independent multi-tenant database.	<input type="checkbox"/>
F.1.76.	System Infrastructure – SaaS - Cloud-based Solution must be highly available (99.99% up-time) and redundant.	<input type="checkbox"/>
F.1.77.	System Infrastructure – The system must have a 24x7 availability with a target uptime of at least 99.99%.	<input type="checkbox"/>
F.1.78.	System Infrastructure – All scheduled downtimes must be approved by the Tollway.	<input type="checkbox"/>
F.1.79.	System Performance – SaaS - Solution response times for screens, queries, reports, and batch processing, and/or system API calls and integrations, must adhere to industry standards and must be acceptable to Tollway users during testing before release.	<input type="checkbox"/>
F.1.80.	System Scalability – SaaS - Solution must be designed to accommodate a minimum of 25% increase in users and/or data per year.	<input type="checkbox"/>
F.1.81.	System Scalability – SaaS - Solution must support a growing number of concurrent transactions, such as data submissions, updates, and approvals.	<input type="checkbox"/>
F.1.82.	System Scalability - Compute, storage, and networking resources must be designed to scale out horizontally to accommodate increased workload.	<input type="checkbox"/>
F.1.83.	System Scalability - The database infrastructure must be able to handle increased data volume and query load.	<input type="checkbox"/>
F.1.84.	System Scalability - Solution must be designed to accommodate a minimum of 25% increase in users and/or data per year.	<input type="checkbox"/>
F.1.85.	System Scalability - Solution must support a growing number of concurrent transactions, such as data submissions, updates, and approvals.	<input type="checkbox"/>
F.1.86.	System Scalability – SaaS - Solution compute, storage, and networking resources must be designed to scale out horizontally to accommodate increased workloads.	<input type="checkbox"/>
F.1.87.	System Scalability – SaaS - Solution database infrastructure must be designed to scale horizontally to accommodate increased data volume and query load.	<input type="checkbox"/>
F.1.88.	System Backup - Regular automated backups must be performed, including data and configuration files.	<input type="checkbox"/>
F.1.89.	System Backup – Implement and periodically test a data restore process to recover data from backups in case of accidental deletion or data corruption.	<input type="checkbox"/>
F.1.90.	System Backup -Ensure the video wall is up to date on all patches.	<input type="checkbox"/>
F.1.91.	System Backup – SaaS - Vendor must perform regular automated backups of solution data and configuration.	<input type="checkbox"/>
F.1.92.	System Backup – SaaS - Vendor must provide a data restore process from backups to recover data.	<input type="checkbox"/>
F.1.93.	Data Retention - Online data must be retained as long as required by the compliance regulations.	<input type="checkbox"/>
F.1.94.	Data Retention - Archiving must follow industry best practices and compliance regulations.	<input type="checkbox"/>
F.1.95.	Data Retention - Implement version control or change tracking for application data to ensure data integrity and historical reference.	<input type="checkbox"/>
F.1.96.	Data Retention – SaaS - Solution data must be retained for the lifetime of the Tollway's subscription.	<input type="checkbox"/>
F.1.97.	Data Retention – SaaS - Vendor solution must provide change tracking for application data to ensure data integrity and historical reference.	<input type="checkbox"/>
F.1.98.	Disaster Recovery / Business Continuity - Regular testing of the disaster recovery plan must be conducted to ensure effectiveness.	<input type="checkbox"/>
F.1.99.	System Support - Performance guarantees must be outlined in the subscription, including response times and availability levels.	<input type="checkbox"/>

F.1.100.	System Support - Provide a user-friendly portal for customers to log support tickets, track their progress, and communicate with support agents.	<input type="checkbox"/>
F.1.101.	System Support - Assign severity levels to incidents and prioritize based on impact and urgency. Define escalation paths for different types of issues based on severity and impact.	<input type="checkbox"/>
F.1.102.	System Support - SLAs for response time to the Tollway must be within 10mins. require timeline for issue resolution, with status updates every 30 minutes. If needed to support in person, SLA must be two (2) hours to respond.	<input type="checkbox"/>
F.1.103.	System Support - Collect customer feedback and suggestions for improvements to the platform's features and support processes	<input type="checkbox"/>
F.1.104.	System Support - The vendor must present its existing resources and availability of support in terms of hours of operation and guaranteed response time including telephone, fax, e-mail, web sites, and remote operation of installed equipment.	<input type="checkbox"/>
F.1.105.	Authentication (OnPrem and SaaS) Application must be recoverable and provide at least one Administrative Level Emergency/ "Break Glass" account that can provide access in case the SSO (Single Sign On) solution is unavailable.	<input type="checkbox"/>
F.1.106.	Authentication (OnPrem and SaaS) Vendor must agree their application/solution will be integrated with the Tollway's Active Directory (AD). This includes the management of the roles via the AD groups.	<input type="checkbox"/>
F.1.107.	Data Security (OnPrem and SaaS) Application must support data encryption using acceptable industry standards that follow NIST guidelines in following stages: <ul style="list-style-type: none"> • Data at Rest • Data in Transit • Data in Use 	<input type="checkbox"/>
F.1.108.	Data Security (OnPrem and SaaS) - Review and Resolve Security Vulnerabilities Regularly review, make recommendations, obtain IT approval, and resolve any security vulnerabilities: <ul style="list-style-type: none"> • Security of the endpoints (i.e., signage on the roads) • Security of the Tollway cameras (mixed: Fiber, Verizon cellular) to ensure they are a secured endpoint. • Need to phase out and have work to ensure all cameras are on fiber or cellular • Encryption of the connections / endpoints • Signage will be walled off • Provide list of tools to secure the endpoints • Provide support, maintain, and respond to vulnerabilities. Regularly review and confirm Traffic Management System is getting the necessary patches (i.e., security, software, etc.) following the Tollways policies and processes, and must be on the current supported version.	<input type="checkbox"/>
F.1.109.	Data Security - IT Security Standards Vendor must review, maintain, and support the span of all Traffic Management System devices (i.e., workstations, servers, protocols) adhere to the Tollway IT Security standards.	<input type="checkbox"/>
F.1.110.	Data Security - Video Segments Vendor must review, maintain, and support the protocol for the Security Video Management System (SVMS) and video segments.	<input type="checkbox"/>
F.1.111.	Data Security - Environment Vendor must work with the Tollway IT and Security teams to plan, maintain, and upgrade the TIMS environment which must be on a supported secure version.	<input type="checkbox"/>
F.1.112.	Data Security - Penetration Testing Vendor agrees to participate, comply, and resolve issues discovered with penetration testing, white hat (ethical hacking) activities, including end point testing.	<input type="checkbox"/>
F.1.113.	System Compliance Offeror and Software must annually attest to and be able to provide compliance proof for any of the following certifications that apply: <ul style="list-style-type: none"> • C-1a is for a SaaS solution and C-1b is for an OnPrem solution. • Based on tollway confirmation or agreement. 	<input type="checkbox"/>

<p>F.1.114. C-1b System Compliance (OnPrem) Check each certification required.</p> <p><input type="checkbox"/> SOC 1 Type 1 (SSAE 16) - System and Organization Controls 1</p> <p><input type="checkbox"/> SOC 2 Type 2 - (Service Organization Control Type 2)</p> <p><input type="checkbox"/> SOC 3 (SSAE 18/ISAE 3402 Type 2) - System and Organization Controls 3</p> <p><input type="checkbox"/> ISO/IEC 27001 (International Organization for Standardization/International Electrotechnical Commission - standard for information security)</p> <p><input type="checkbox"/> PCI (Payment Card Industry)</p> <p><input type="checkbox"/> CJIS (Criminal Justice Information Services)</p>	<input type="checkbox"/>
<p>F.1.115. Security Compliance (OnPrem and SaaS) Vendor must agree to adhere to the Tollway Architecture and Development standards. The Tollway IT department has oversight of the standards and any deviation to these standards must be approved by the Tollway IT department.</p>	<input type="checkbox"/>

By submitting an offer to this solicitation. The offeror agrees that will meet the contract requirements in Section F.1.

F.2. MANDATORY REQUIREMENTS WITH EVIDENCE

Please check “Met” to each of the mandatory requirements for the proposed solution. An Offeror that does not provide substantiating evidence for each requirement will be disqualified and the rest of the proposal will not be scored.

These Mandatory Requirements shall be included in any contract resulting from this solicitation.

Please provide substantiating evidence in your Proposed Technical Solution. Use the column on the right to indicate the section and page number where your evidence/response to each item may be found. The State will evaluate Offeror’s evidence/response to verify the mandatory requirement is met.

MANDATORY REQUIREMENTS WITH EVIDENCE		Proposal Section and Page Number
<p>F.2.1. Congestion Management - The system must have the functionality to display the raw travel time data. This feature must display the Toll Bridge Control screen that shows information of Toll Tags received.</p>	<input type="checkbox"/> Met	
<p>F.2.2. Event Management – Event Type - The system must have an Event Type available and must be able to be used as filters or options for display. The following are examples of classes of events:</p> <ol style="list-style-type: none"> 1. Confirmed 2. Potential 3. Scheduled <p>The system must have the ability to filter and sort these types by the different fields, example:</p> <ul style="list-style-type: none"> • Type • Location • Time • Contract Number 	<input type="checkbox"/> Met	

MANDATORY REQUIREMENTS WITH EVIDENCE		Proposal Section and Page Number
F.2.3.	<p>INFORMATIONAL – Internal Interfaces – appear is Mandatory with Evidence, Mandatory Without Evidence and the Desirable sections</p> <p>Below are the existing internal interfaces:</p> <ul style="list-style-type: none"> • CAD/TIMS interface • I-PASS • Carte graph • Lane Closure Management System • Field Devices <ul style="list-style-type: none"> ○ Portable Changeable Message Signs ○ CCTV ○ Dynamic Message Signs ○ Vehicle Detection Systems ○ Queue Detection 	<p><i>For informational purposes only</i></p>
F.2.4.	<p>Internal Interface - Portable Changeable Message Signs –</p> <ul style="list-style-type: none"> • The internal Portable Changeable Message Signs that exist on the roads are capable of displaying a variety of messages to inform the motorists of unusual driving conditions which are often used for work zones or near incident sites and special events. • A Portable Changeable Message Sign (PCMS) is a mobile traffic control device that can display a variety of messages to inform motorists of unusual driving conditions and is often used by the Tollway for work zones or near incident sites and special events. • These signs can display letters or symbols in a message limited to three lines with eight characters per line. • The Full Matrix PCMS includes a cellular data interface for control by TIMS and is polled every 5 minutes through the Internet to verify that its latest message is still intact. • The Tollway requires its construction contractors to deploy units in construction zones in each construction contract. During construction season, there could be hundreds of these signs in use displaying pre-scripted messages under automated control by TIMS. The volume of signs must be supported by the system. • The messages would change based on pre-selected criteria such as average speed of nearby traffic or travel times, or congestion message. The full matrix PCMS also includes a GPS interface to TIMS so that its location on the roadway can be verified at all times <p>The vendor must :</p> <ul style="list-style-type: none"> • Maintain and support existing Portable Changeable Message Signs • Create new internal interfaces as requested by the Tollway. • Manage and update the security to ensure the internal Portable Changeable Message Signs have no security vulnerabilities • The number of signs may change in the future, and the vendor must support all signages. • Enable the system installation of the Tollway's security stack on these devices for the purpose of monitoring potential malware activities and taking response action. • Provide proper documentation • Obtain appropriate Traffic Operations Group and IT signoffs for all request, design, testing and implementation. 	<input type="checkbox"/> Met
F.2.5.	<p>Entities to Work With - Vendor must work with the following four entities to ensure the TIMS software is functioning properly to communicate with the field equipment through the network:</p> <ol style="list-style-type: none"> 1. ITS Maintenance groups 2. Tollway's IT department 3. ITS Maintenance Contractor 4. ITS Maintenance Management Consultant (hardware integrator) 	<input type="checkbox"/> Met
F.2.6.	<p>System Infrastructure – Must implement a deployment strategy to ensure high availability and disaster recovery.</p>	<input type="checkbox"/> Met

MANDATORY REQUIREMENTS WITH EVIDENCE		Proposal Section and Page Number
F.2.7.	System Infrastructure – Production, testing and development environments must be isolated from each other to prevent interference.	<input type="checkbox"/> Met
F.2.8.	System Infrastructure – Vendor must work with the Tollway IT to ensure all workstations and servers are on the Tollway specified / approved / supported version of a secured Windows OS.	<input type="checkbox"/> Met
F.2.9.	System Infrastructure – Vendor must work with the Tollway IT to ensure the Traffic Management and supported applications are compatible with the OS versions and work to resolve any incompatibilities.	<input type="checkbox"/> Met
F.2.10.	System Infrastructure – Vendor must work with the Tollway IT and Security teams to ensure the Security team has visibility to all Traffic Management devices	<input type="checkbox"/> Met
F.2.11.	System Infrastructure – Downtime windows must be scheduled during Tollway off-peak hours to minimize user impact and approved by Traffic Operations Group and IT.	<input type="checkbox"/> Met
F.2.12.	System Infrastructure – The vendor must provide the Traffic and Incident Management / Operations Center (TIMS) 24x 7 x 365 Technical Support both by the Contractor as well as directly by the Traffic Management application developer. Technical support may also be provided by telephone when appropriate. Your Response must outline the details on how a ticket is initiated, your standard escalation procedures, your standard SLA commitments for resolution, etc.	<input type="checkbox"/> Met
F.2.13.	System Infrastructure – The vendor must provide the following monitoring options using Zabbix or an equivalent: 1) Verify the availability and responsiveness of standard services such as SMTP or HTTP without installing any software on the monitored host. 2) Monitor statistics such as CPU load, network utilization, disk space, etc. 3) Monitoring via SNMP, TCP and ICMP checks, as well as over IPMI, JMX, SSH, telnet and using custom parameters 4) Support Auto Backup, which is setup, RAID 5 setup with additional hard drives in place; DB & Configs are backed up weekly on site.	<input type="checkbox"/> Met
F.2.14.	System Infrastructure – Solution downtime must be coordinated with the Tollway to minimize user impact.	<input type="checkbox"/> Met
F.2.15.	System Performance - The vendor must provide the Dispatch and Communications Center 24 x 7 x 365 Technical Support both by the Contractor as well as directly by the Traffic Management application developer. Technical support must also be provided by phone when appropriate. The response must outline the details on how a ticket is initiated, the standard escalation procedures, the standard SLA commitments for resolution, etc.	<input type="checkbox"/> Met
F.2.16.	System Performance - The vendor must monitor Zabbix alerts (or equivalent) which monitors the Traffic Management server memory, CPU checks and the status of external interfaces, such as xml data feeds. Zabbix or equivalent is an enterprise-class open-source software for monitoring of networks and applications. It is designed to monitor and track the status of various network services, servers, and other network hardware. Vendor needs to describe the monitoring tool and system requirements. Any changes that are required by the Tollway, the vendor must use the Tollway change control process for any system changes, see Attachment C .	<input type="checkbox"/> Met
F.2.17.	System Scalability - The vendor must continually update the Traffic Management System to add enhancement to meet the ongoing improvements of our roadway and enhancements in technology.	<input type="checkbox"/> Met
F.2.18.	System Adaptability - APIs and integration frameworks must be provided to facilitate seamless integration with other systems.	<input type="checkbox"/> Met
F.2.19.	System Adaptability - The vendor must provide continued support of the system for open architecture such as SOA, Web Services, SOAP and other architectures and platforms for easy integration of systems, multiple language integration support, etc.	<input type="checkbox"/> Met
F.2.20.	System Backup - The system must support point-in-time recovery for data consistency.	<input type="checkbox"/> Met
F.2.21.	System Backup – SaaS - Solution must support point-in-time recovery of data.	<input type="checkbox"/> Met

MANDATORY REQUIREMENTS WITH EVIDENCE		Proposal Section and Page Number
F.2.22.	Data Retention - Must retain application-specific data, such as configuration settings, templates, and customizations, for the lifetime of the customer's subscription.	<input type="checkbox"/> Met
F.2.23.	Data Retention – Must archive historical data beyond the primary retention period to comply with Tollway-specific regulations or legal requirements.	<input type="checkbox"/> Met
F.2.24.	Data Retention must define archiving policies based on data categories and retention needs (e.g., incident records, audit logs).	<input type="checkbox"/> Met
F.2.25.	Data Retention must implement a data retention policy that outlines the process for purging or anonymizing customer data upon request or after a specified period of inactivity.	<input type="checkbox"/> Met
F.2.26.	Data Retention must clearly communicate data ownership rights to customers and outline procedures for data transfer upon account termination.	<input type="checkbox"/> Met
F.2.27.	Data Retention must allow customers to export their data in standard formats for portability to other systems.	<input type="checkbox"/> Met
F.2.28.	Data Retention must provide automated alerts for data retention and deletion events to ensure transparency and compliance.	<input type="checkbox"/> Met
F.2.29.	Data Retention – SaaS - Vendor must provide Tollway with data archiving policies for solution.	<input type="checkbox"/> Met
F.2.30.	Data Retention – SaaS - Solution must retain application-specific data, such as configuration settings, templates, and customizations, for the lifetime of the Tollway's subscription.	<input type="checkbox"/> Met
F.2.31.	Data Retention – SaaS - Vendor must provide policy or process for purging or anonymizing data upon Tollway request or Tollway defined periods.	<input type="checkbox"/> Met
F.2.32.	Data Retention – SaaS - Vendor must provide Tollway with data ownership guidelines and data transfer options available upon account termination.	<input type="checkbox"/> Met
F.2.33.	Data Retention – SaaS - Vendor must allow Tollway to export SaaS solution data in standard formats upon account termination.	<input type="checkbox"/> Met
F.2.34.	Disaster Recovery / Business Continuity - A comprehensive disaster recovery plan must be in place, including data replication, failover mechanisms, and geographic redundancy.	<input type="checkbox"/> Met
F.2.35.	Disaster Recovery / Business Continuity - Business continuity procedures must be established to minimize service disruption during disasters.	<input type="checkbox"/> Met
F.2.36.	Disaster Recovery / Business Continuity - Disaster Recovery Support There will be a set of identical Traffic Management servers located at the Disaster Recovery Site (DRS) that will have access to a mirrored copy of the real time Traffic Management data arriving at CA. When CA suffers a catastrophic failure, the servers at the DRS can be switched into “live” mode to take control of the system. The vendor must provide the ability to test / sense a failure at the primary site and activate the failover (DR) site automatically.	<input type="checkbox"/> Met
F.2.37.	Disaster Recovery / Business Continuity – SaaS - Vendor must provide Tollway with business continuity or disaster recovery plan for solution upon request.	<input type="checkbox"/> Met
F.2.38.	System Support - Work with IT to regularly review maintenance, including fixes, patches, and upgrades, must be performed to ensure security and stability.	<input type="checkbox"/> Met
F.2.39.	System Support – Must work with IT to regularly review and update all machines to ensure they are on a secured and supported OS.	<input type="checkbox"/> Met
F.2.40.	System Support - Must work with IT to maintain and upgrade the environment to keep it up to date and secure.	<input type="checkbox"/> Met
F.2.41.	System Support - A dedicated help desk or support team must be available 24x7 to assist users with technical issues and inquiries.	<input type="checkbox"/> Met
F.2.42.	System Support – OnPrem and SaaS - Vendor solution must provide version control and change tracking for their custom developed application to ensure historical reference.	<input type="checkbox"/> Met

MANDATORY REQUIREMENTS WITH EVIDENCE		Proposal Section and Page Number
F.2.43.	System Support – SaaS - Regular maintenance, including fixes, patches, and upgrades, must be provided to ensure security and stability.	<input type="checkbox"/> Met
F.2.44.	System Support – SaaS - A dedicated help desk or support team must be available 24x7x365 to assist users with technical issues and inquiries.	<input type="checkbox"/> Met
F.2.45.	System Support - Vendor must provide the following training and materials on the application: <ul style="list-style-type: none"> • End User • System Support • Technical Support • Help Desk Support. 	<input type="checkbox"/> Met
F.2.46.	System Support - Vendor must provide the solution technical specifications, including but not limited to: <ul style="list-style-type: none"> • Desktop specifications • Server specifications, • OS specifications • List the Network Specifications and verify they meet the Tollway standard, etc. 	<input type="checkbox"/> Met
F.2.47.	Authentication If, requested by the Tollway, the application must provide authentication via a third -party Single Sign-On (SSO) provider like Okta, OneLogin, Azure Active Directory, etc. The application must also allow for SAML 2.0 integration.	<input type="checkbox"/> Met
F.2.48.	Authentication (OnPrem and SaaS) Application must allow for SAML 2.0 and integrate with OKTA authentication for Single Sign on. If the application contains other Single Sign On capabilities or uses a different third-party authentication tool that can integrate with Microsoft Active Directory (AD), the vendor must provide documentation on how this is achieved, and technology used.	<input type="checkbox"/> Met
F.2.49.	Authorization - Access to all applications, features, functions, and interfaces must support role-based security by role-based user groups.	<input type="checkbox"/> Met
F.2.50.	Authorization (OnPrem and SaaS) Application must have security controlled by role-based user groups for functional levels. Capability must exist for the following types of user rights: <ul style="list-style-type: none"> • Create • Read • Update • Delete 	<input type="checkbox"/> Met
F.2.51.	System Compliance Offeror and Software must annually attest to and be able to provide compliance proof for any of the following certifications that apply: <ul style="list-style-type: none"> • C-1a is for a SaaS solution and C-1b is for an OnPrem solution. • Based on Tollway confirmation or agreement 	<input type="checkbox"/> Met
F.2.52.	C-1a System Compliance (SaaS) Certification required <input checked="" type="checkbox"/> SOC 2 Type 2 - (Service Organization Control Type 2)	<input type="checkbox"/> Met
F.2.53.	Project Manager (PM) The Project Manager must have a bachelor's degree in computer science or Traffic Engineering and must have a minimum of 10 years' experience in systems management, Traffic Management software applications and project management. Project Management Professional (PMP) certification is preferred. The Project Manager must have experience in software development that supports integrated management approach for traffic operation for limited access highway system. The PM must: <ul style="list-style-type: none"> • Establish clear, well-defined channels for communications and work development • Establish timeline to manage work activities within an approved schedule • Maintain close track and maintenance of all Tollway needs and requirements • Work effectively in an interdisciplinary environment with other Tollway staff and consultants implementing transportation infrastructure and operations improvements 	<input type="checkbox"/> Met

MANDATORY REQUIREMENTS WITH EVIDENCE	Proposal Section and Page Number
<ul style="list-style-type: none"> • Provide rapid responsive inputs and action to Tollway requests and directions • Establish quality assurance practices • Establish a cost tracking method to ensure the entire agreed upon scope of work is delivered within the established budget • Conduct monthly status and progress meetings with appropriate Tollway personnel. • Manage staff assigned to this project <p>Staffing shall require Tollway approval prior to any work assignments.</p> <p>Staffing – The vendor must have the ability to: provide staff for off hours work (i.e. holidays, weekends); quickly provide staff upon request; dedicate staff to complete projects; provide staff for various durations; provide access to a comprehensive set of IT competencies as identified in this section. Provide a major proportion of assigned staff from local resources. Utilize established partnerships to augment staffing requirements.</p> <p>There shall be a commitment from the Vendor Executive Management team to participate in the Program in a non-billable oversight role to ensure Customer Satisfaction.</p>	
<p>F.2.54. Senior Traffic Engineer</p> <p>The Sr. Traffic Engineer must have a bachelor’s degree in Traffic and Transportation Engineering and a minimum of 10 years’ experience in planning, developing, implementing, and troubleshooting application(s) that supports integrated management approach for traffic operation for limited access highway systems.</p> <p>The Sr. Traffic Engineer must have the following experience:</p> <ul style="list-style-type: none"> • Traffic Operation, including developing applications that accommodate the Tollway traffic operation’s goals and objectives. • Developing concepts of operation and user needs in accordance with established ITS systems engineering standards. • Translating user needs into complex ITS system requirements, tracking the implementation of those system requirements through all stages of software development, integration, and testing. • ITS field equipment in terms of technology evaluation, layout, and integration with other equipment, and operations. • Day-to-day main link between the TOC staff, including management and the consultant ATMS development staff. <p>The Sr. Traffic Engineer must have the following abilities:</p> <ul style="list-style-type: none"> • Interpret data related to the highway operation performance (volume, speed, and occupancy) and the validity of that data. • Troubleshoot system problems. • Interface on a regular basis with traffic center personnel and effectively communicate ideas. • Provide training regarding the system functionalities. <p>Staffing shall require Tollway approval prior to any work assignments.</p> <p>Staffing – The vendor must have the ability to: provide staff for off hours work (i.e. holidays, weekends); quickly provide staff upon request; dedicate staff to complete projects; provide staff for various durations; provide access to a comprehensive set of IT competencies as identified in this section. Provide a major proportion of assigned staff from local resources. Utilize established partnerships to augment staffing requirements.</p> <p>There shall be a commitment from the Vendor Executive Management team to participate in the Program in a non-billable oversight role to ensure Customer Satisfaction.</p>	<input type="checkbox"/> Met
<p>F.2.55. Project Engineer</p> <p>The Project Engineer must have a bachelor’s degree in Traffic Engineering, and a minimum of 5 years of experience in the field of traffic engineering and ITS applications.</p> <p>The Project Engineer’s responsibilities must include the following:</p> <ul style="list-style-type: none"> • Coordinate with Tollway Engineers and Operations staff to identify traffic operations issues and needs. 	<input type="checkbox"/> Met

MANDATORY REQUIREMENTS WITH EVIDENCE	Proposal Section and Page Number
<ul style="list-style-type: none"> • Develop written plans for translating operational needs into specific software and hardware solutions to be implemented by the vendor's software development team. • Identify and analyze traffic engineering/operations issues, statement of task or initiative goals and objectives. • Develop concepts of operation and high-level requirements documents to be used by software designers and developers for TIMS enhancements. • Coordinate work efforts with TOC staff regarding general user interface improvements and training. <p>Staffing shall require Tollway approval prior to any work assignments.</p> <p>Staffing – The vendor must have the ability to: provide staff for off hours work (i.e. holidays, weekends); quickly provide staff upon request; dedicate staff to complete projects; provide staff for various durations; provide access to a comprehensive set of IT competencies as identified in this section. Provide a major proportion of assigned staff from local resources. Utilize established partnerships to augment staffing requirements.</p> <p>There shall be a commitment from the Vendor Executive Management team to participate in the Program in a non-billable oversight role to ensure Customer Satisfaction.</p>	
<p>F.2.56. Senior Software Developer</p> <p>The Senior Software Developer must have a bachelor's degree in computer science and at least 10 years' experience developing systems including:</p> <ul style="list-style-type: none"> • Video system design, and network communication • System equipment installation and integration • ATMS software development • Wireless and fiber optic communication design • Integration, and full ITS and PS&E design and preparation • ITS specification writing, software evaluation and development • Development and maintenance of enterprise applications • Using Java, JSP, Java Beans, Servlets, JDBC, EJB, VMware, RDBMS such as PostgreSQL, MS SQL Server, etc. • Using .NET features/languages including but not limited to ASP.NET, Web APIs, Blazor, MVC, SignalR, and C# • GUI development <p>Staffing shall require Tollway approval prior to any work assignments.</p> <p>Staffing – The vendor must have the ability to: provide staff for off hours work (i.e. holidays, weekends); quickly provide staff upon request; dedicate staff to complete projects; provide staff for various durations; provide access to a comprehensive set of IT competencies as identified in this section. Provide a major proportion of assigned staff from local resources. Utilize established partnerships to augment staffing requirements.</p> <p>There shall be a commitment from the Vendor Executive Management team to participate in the Program in a non-billable oversight role to ensure Customer Satisfaction.</p>	<input type="checkbox"/> Met
<p>F.2.57. System Administrator (SA)</p> <p>The System Administrator must have a bachelor's degree in computer science, and at least 7 years' experience in maintaining computer systems, UNIX and Windows operating systems, VMware, routed unicast and multicast IP networks, firewalls, server management (including installing, maintaining, backing up and upgrading servers), securing server data from unauthorized access and writing light programs.</p> <p>The System Administrator must have the following certifications:</p> <ul style="list-style-type: none"> • Microsoft® Certified IT professional (MCITP) • Cisco® Certified Network Associate (CCNA). • Cisco® Certified Network Professional (CCNP) <p>Staffing shall require Tollway approval prior to any work assignments.</p> <p>Staffing – The vendor must have the ability to: provide staff for off hours work (i.e. holidays, weekends); quickly provide staff upon request; dedicate staff to complete projects; provide staff for</p>	<input type="checkbox"/> Met

MANDATORY REQUIREMENTS WITH EVIDENCE		Proposal Section and Page Number
various durations; provide access to a comprehensive set of IT competencies as identified in this section. Provide a major proportion of assigned staff from local resources. Utilize established partnerships to augment staffing requirements. There shall be a commitment from the Vendor Executive Management team to participate in the Program in a non-billable oversight role to ensure Customer Satisfaction.		
<p>F.2.58. Contract Support Position The Contract Support position is for a technician to perform testing, quality control, system documentation and other assigned tasks. This position requires at least 2 years' experience in testing and documenting the system per requirements..</p> <p>Staffing shall require Tollway approval prior to any work assignments. Staffing – The vendor must have the ability to: provide staff for off hours work (i.e. holidays, weekends); quickly provide staff upon request; dedicate staff to complete projects; provide staff for various durations; provide access to a comprehensive set of IT competencies as identified in this section. Provide a major proportion of assigned staff from local resources. Utilize established partnerships to augment staffing requirements. There shall be a commitment from the Vendor Executive Management team to participate in the Program in a non-billable oversight role to ensure Customer Satisfaction.</p>	<input type="checkbox"/> Met	

F.3. PROPOSED TECHNICAL SOLUTION – DESIRABLE ELEMENTS

Please explain how your organization meets or will meet each of the desirable elements. Use the column on the right to indicate the section and page number of your proposal where your response to each item may be found.

PROPOSED TECHNICAL SOLUTION – DESIRABLE ELEMENTS		Point Value	Proposal Section and Page Number
F.3.1.	There should be User Groups to define different access users can have. Admin users should be given access to define these users' groups and provide access to users to belong in those groups.	15	
F.3.2.	<p>There should be Device Group administration in the system. It should operate in such a way that User Groups operates. Authorized users should be given access to setup and maintain device groups and provide access to user groups for specific device groups.</p> <ul style="list-style-type: none"> • Ability to access and password rules controlled by the Tollway • Ability to create a System Administrator account who can manage the user rights • Ability to allow for password recovery via OKTA • Ability to customize user defined settings & layouts and retain those setting after logging out. <p>Mapping User and Device Group should be administered in the system too.</p>	40	
F.3.3.	The application should have functionalities for authorized administrative users to perform.	<i>For informational purposes only</i>	
F.3.4.	<p>General User Capabilities – Video Users - The system should allow Admin users to be able to assign and authorize users to view video. There should be functionalities to facilitate these provisions.</p> <p>There should be a separate user rights or roles for “video users only”, and the system should be able to provision this to users or groups to allow “video only” use.</p>	15	
F.3.5.	Event Management- The system should have screen interfaces for different monitoring of events.	<i>For informational purposes only</i>	
F.3.6.	<p>Event Management – Event Category - The system should have an Event Category available and should be able to be used as filters or options for display. Event categories should be maintained and shall be configurable in the system by authorized users.</p> <p>Below are examples event categories:</p> <ul style="list-style-type: none"> • Incident • Construction • Smart Work Zones <p>Each category should be represented by unique icons for easy identification on displays or maps.</p>	20	
F.3.7.	<p>Video - The system should have the functionality to launch the CCTV Control from the main menu.</p> <p>There should be CCTV items (icons) to choose from under the Camera layer from the sub menu.</p>	<i>For informational purposes only</i>	
F.3.8.	<p>Video – Video Analytics - The system should have the ability to use existing cameras to detect incidents on the roadway using video analytics. The incidents that should be detected includes the following:</p> <ul style="list-style-type: none"> • Wrong Way drivers • Stopped vehicles (stalls) • Debris • Pedestrians 	15	

PROPOSED TECHNICAL SOLUTION – DESIRABLE ELEMENTS		Point Value	Proposal Section and Page Number
	An event should be automatically generated by the system when any of these are detected.		
F.3.9.	<p>Video – Video Control Permissions - The system should have permission level features.</p> <p>Some of these features are:</p> <ul style="list-style-type: none"> • Permitted users should be able to block/clear view of non-trusted users on camera level • Permitted users should be able to lock/clear PTZ control from non-trusted users • Permitted users should be able to block/clear video snapshots from being published to virtual web page 	10	
F.3.10.	Video – Video Routing Hot Keys - The system should have a feature for users to assign their own Hot Keys for video routings. The TIMS reserved hot keys should be listed and not be allowed for use.	5	
F.3.11.	<p>Video – Camera Preset - The system should be able to allow user to create camera presets, see existing presets and utilize them.</p> <p>The camera preset should be configurable and shall have the feature to be reset by authorized users.</p> <p>Preset should also be able to be scheduled and rescheduled.</p>	5	
F.3.12.	<p>Video – Video Layout - The system should have feature for users to configure VLC (VideoLAN Client) settings.</p> <p>Cameras should be maintained, and list view should be available for configuration.</p> <p>There should be camera Status that should be available for viewing.</p> <p>Camera Attributes should be configurable.</p> <p>Cameras should be able to be configured and personalized by camera group.</p>	10	
F.3.13.	Video – Video Client Operation - The system should have a function for users to control, route and configure video, video outputs and cameras.	10	
F.3.14.	Video – Video Routing - Users, with proper permission, should be able to control destination of videos output. The available and active destination or routing should be able to be controlled from a list of cameras. Default destination should be able to be selected or setup as well.	10	
F.3.15.	Video – Camera Configuration - The system should have the functionality for users, with proper permissions, to view and control camera configurations and status. These configurations include the Camera Location Information and Camera Encoder settings.	10	
F.3.16.	Video – Video Recording - The system should be able to record from any camera type that is being viewed by the users.	20	
F.3.17.	<p>Video – Video Recording Permissions - The following should be included functionalities by the system:</p> <ul style="list-style-type: none"> • There should be a feature to control video outputs that could be excluded from video recording. • Recordings should be kept for a duration that should be defined and agreed by the Tollway and shall be a configurable value in the system. • Depending on the user's permission, video recording should be able to be played back by a user. • The system should be able to export the video for review and training purposes, in accordance to defined user's permissions. 	10	
F.3.18.	<p>Video – Video Recording Properties - The system administrator should have access and should be able to manage the video recording following properties</p> <ul style="list-style-type: none"> • Camera Description • Name • Encoder Type • Video Description • View Start Date/Time • View End Date/Time 	10	

PROPOSED TECHNICAL SOLUTION – DESIRABLE ELEMENTS		Point Value	Proposal Section and Page Number
	<ul style="list-style-type: none"> Actual Start Date/Time Actual End Date/Time Length Recording Size Recording Directory Recording Flags (Long Term/Completed/ Failed) 		
F.3.19.	Video – Exporting and Save Recordings - There should be a functionality to export video recordings to different acceptable and standard format and be saved to local and external acceptable and standard storage devices.	20	
F.3.20.	Video – Video Tour - The system should allow user to define and manage a video tour, from a collection of one or more cameras, select a video tour and have that video tour run to defined video destination.	10	
F.3.21.	<p>The system should have the functionality to configure any Vehicle Detector Station (VDS) as a queue station. Queued condition should be determined by the system on occupancy and/or speed provided by VDS.</p> <p>A new Queue station expected to contain the following:</p> <ul style="list-style-type: none"> One or more VDS to determine Queue conditions. One or more Advanced Warning Systems (Flasher) 	<i>For informational purposes only</i>	
F.3.22.	<p>Queue Stations – Queue Flashers - Flasher icon should be shown in the map, to prevent cluttering it up. Detailed information should be available on the main menu and there should be icons displayed on the map when the Queue Detector layer is turned on.</p> <p>There shall be a color-coding status of the Queue station. Below is a sample color-coding legend:</p> <ul style="list-style-type: none"> Gray – No data available Green – Good data, non-queue condition Red – Good data, Queued condition 	10	
F.3.23.	<p>Video Display Wall Software Interface Support - The vendor should support all Video Display Wall functionalities and should show proof regarding the support and maintenance of the software, being used by the following groups:</p> <ul style="list-style-type: none"> The Traffic Operations Center (TOC) Stakeholders State Police Tollway Dispatch Center Roadway Maintenance Engineering – Construction Management /System Design Toll Audit and Security Media The Public Tollway Communications Department Transportation Agencies/Getaway Highway Emergency Lane Patrol (H.E.L.P) 	30	

PROPOSED TECHNICAL SOLUTION – DESIRABLE ELEMENTS	Point Value	Proposal Section and Page Number
<p>F.3.24. Internal Interface - CAD/TIMS Interface - This interface can be considered as one of the most critical system interfaces in terms of incident detection, validation, and enhanced response. Both Traffic Operations staff and Dispatch staff rely on this interface to communicate event information between both systems.</p> <p>As the events are entered into the CAD system, then received in TIMS, the TIMS operator is able to recommend Cameras via the system's location referencing system, update the notes of the event with pertinent information confirming, updating, or providing additional information for dispatch action.</p> <p>Message signs can be recommended along with their verbiage based on location and lane blocking criteria directly from the event. Staff from both centers continually update the event with information for each other and take necessary action within their purview.</p> <p>The vendor should support and enhance, as requested, the internal CAD/TIMS interface for incident detection, incident validation and enhanced response.</p> <p>The vendor should:</p> <ul style="list-style-type: none"> • Maintain and support existing CAD/TIMS Interface • Create new internal interfaces as requested by the Tollway. • Provide proper documentation • Obtain appropriate Traffic Operations Group and IT signoffs for all request, design, testing and implementation. 	25	
<p>F.3.25. Internal Interface - Automated Vehicle Location (AVL) interface allows equipped vehicles and portable equipment to provide real-time status and location.</p> <p>Tollway's fleet of vehicles and portable equipment are equipped with AVL devices via a contract with Interfleet.</p> <p>Vehicle real-time status and location as well as historical reports can be accessed through TIMS via an XML feed between the AVL System and the Tollway.</p> <p>The vendor should:</p> <ul style="list-style-type: none"> • Maintain and support existing AVL. • Create new AVL interfaces as requested by the Tollway. • Provide proper documentation . • Obtain appropriate Traffic Operations Group and IT signoffs for all requests, design, testing and implementation. 	15	
<p>F.3.26. Internal Interface - Cartegraph application is the current Asset Management and ITS device maintenance ticketing system being used by the Tollway.</p> <p>There should be the following features in the application that will integrate to Cartegraph, or its equivalent application.</p> <ul style="list-style-type: none"> • The application should be able to create tickets for assets or devices in Cartegraph through its own interface. When creating tickets, the application should show all available maintained information from Cartegraph. Some examples of these are: Priority field, Issue Type field, etc. • The application should be able to pull out and display tickets from Cartegraph, their details, e.g., progress, notes, etc. • The status of Open tickets and other details, e.g., Notes, should be able to be updated in the application and synchronize the same to Cartegraph. • The application should be able to retrieve and display Open tickets and details in Cartegraph. • There should be an inventory screen in the application that shows the Assets in Cartegraph in the different categories. These categories including: <ul style="list-style-type: none"> ○ Differences in the Device Details ○ New to TIMS ○ Not found in Asset Management System. 	15	

PROPOSED TECHNICAL SOLUTION – DESIRABLE ELEMENTS	Point Value	Proposal Section and Page Number
<p>There should be a two-way integration of Cartegraph.</p> <p>The vendor should:</p> <ul style="list-style-type: none"> ○ Maintain and support existing Cartegraph, or its equivalent system, ○ Create new internal interfaces as requested by the Tollway, ○ Provide proper documentation, ○ Obtain appropriate Traffic Operations Group and IT signoffs for all request, design, testing and implementation. 		
<p>F.3.27. Internal/External Interface – Lane Closure Management System (LCMS) - TIMS obtains information on daily lane closures from the Tollway's Lane Closure Management System (LCMS) through an XML feed.</p> <p>The vendor should:</p> <ul style="list-style-type: none"> • Maintain and support existing LCMS • Create new interfaces, as requested by the Tollway. • Provide proper documentation • IT approval is required for all changes, and they must be documented • Obtain appropriate Traffic Operations Group and IT signoffs for all request, design, testing and implementation. 	10	
<p>F.3.28. Internal/External Interface- Field Device: CCTV - Maintain, Support and Enhance. There are 1,400+ CCTV cameras within the TIMS system and there will be new compatible cameras that will be installed in the future.</p> <p>The vendor should:</p> <ul style="list-style-type: none"> • Maintain and support existing CCTV • Incorporate any new compatible ISTHA approved cameras in the future. • Work with the existing Tollway approved Security Video Management System (SVMS) and any future Security Video Management System (SVMS) • TIMS must be able to support all cameras deployed with the system • Work with ITS Maintenance for new camera testing and qualifications • Provide proper documentation of procedures and changes made • IT approval is required for all changes, and they must be documented • Obtain appropriate Traffic Operations Group and IT signoffs for all request, design, testing and implementation. 	10	
<p>F.3.29. Internal/External Interface - Field Device: Dynamic Message Signs (DMS) - Maintain, Support and Enhance –</p> <ul style="list-style-type: none"> • There are currently 77 permanently mounted Dynamic Message signs on the Tollway. • The signs are strategically placed in advance of many system-to-system interchanges and other critical locations. • A DMS is utilized to deliver travel times, congestion information, incident information, child abduction and missing person alerts and general public safety messages. • By locating these signs ahead of interstate decision points, the real-time information presented to travelers can assist in planning or choosing the best route. • This type of sign installation is permanently mounted on a structure either extending the width of the roadway and shoulders (Type I) or mounted on a structure covering just the shoulder and part of a lane (Type II). • The sign itself is a full matrix electronic changeable message sign. • The current deployments are manufactured by Daktronics and Ledstar, but they are not exclusive and are subject to bid process based on performance. <p>The vendor should:</p> <ul style="list-style-type: none"> • Maintain and support existing Dynamic Message Signs. • Incorporate any new Dynamic Message Signs in the future, as the Tollway requires 	15	

PROPOSED TECHNICAL SOLUTION – DESIRABLE ELEMENTS	Point Value	Proposal Section and Page Number
<ul style="list-style-type: none"> • TIMS should be able to support all Dynamic Message Signs deployed within the system. • Provide proper documentation of procedures and changes made. • IT approval is required for all changes, and they must be documented. • Obtain appropriate Traffic Operations Group and IT signoffs for all request, design, testing and implementation. 		
<p>F.3.30. Internal/External Interface – Vehicle Detection System (VDS) - The Vehicle Detection System provides TIMS with considerable data including vehicle counts, speed, and lane occupancy (how long a vehicle occupies a particular space).</p> <p>TIMS software uses this data to calculate travel times (in conjunction with I-PASS probe data, Bluetooth data, and Inrix), develop real-time congestion maps, and assist in the real-time detection of incidents as well as providing excessive speed data to the State Police.</p> <p>The vendor should:</p> <ul style="list-style-type: none"> • Maintain and support existing Vehicle Detection System. • Incorporate any new Vehicle Detection System, as required by the Tollway. • TIMS should be able to support all Vehicle Detection System deployed with the system. • Work with ITS Maintenance for new VDS testing and qualifications. • Provide proper documentation of procedures and changes made. • IT approval is required for all changes, and they must be documented. • Obtain appropriate Traffic Operations Group and IT signoffs for all request, design, testing and implementation. 	10	
<p>F.3.31. Internal/External Interface – Queue Detection - The Queue detectors are types of vehicle detection systems installed on the TIMS application and focused on the off ramps rather than the mainline.</p> <p>They are arranged to provide notice to the traffic operations center when the line of vehicles extending from the traffic signal may cause a potential hazard for vehicles exiting the system by encroaching upon mainline lanes.</p> <p>The Tollway uses both permanent and portable queue detection systems. Many installations utilize Vehicle Detection Station (VDS) units while others use Sensys which are magnetic in-pavement sensors.</p> <p>A signal is sent to static signs installed in advance of the sensor area, which flash when a queue condition occurs. If a queue is detected, the condition generates an event in TIMS so that electronic warning signs can be utilized as well.</p> <p>TIMS has the capability to configure any VDS as a queue station</p> <p>The vendor should:</p> <ul style="list-style-type: none"> • Maintain, support, and respond to existing Queue Detectors • Incorporate any new Queue Detectors, as required by the Tollway • TIMS should be able to support all Queue Detectors • Provide proper documentation of procedures and changes made • IT approval is required for all changes, and they must be documented • Obtain appropriate Traffic Operations Group and IT signoffs for all request, design, testing and implementation. 	10	
<p>F.3.32. External Interface – Inrix - Maintain, Support and Enhance – In combination with other sources of data, Inrix helps to provide our patrons with the most accurate travel time and congestion data. This data is processed through TIMS and displayed on our network of Dynamic Message Signs (DMS)</p>	10	

PROPOSED TECHNICAL SOLUTION – DESIRABLE ELEMENTS	Point Value	Proposal Section and Page Number
<p>The vendor should:</p> <ul style="list-style-type: none"> • Maintain and support existing Inrix, or its equivalent system • Create new external interfaces equivalent to Inrix, as requested by the Tollway • Provide proper documentation • IT approval is required for all changes, and they must all be documented • Obtain appropriate IT and TIMS signoffs for the request, design, testing and implementation 		
<p>F.3.33. External Interface - Waze – Waze helps keep our workers safe by reporting on information that includes event type, location, and number of lanes blocked. As an additional safety tool, the Tollway’s fleet of H.E.L.P. trucks also send their location, through the TIMS/AVL integration, to Waze once they are stopped with their emergency lights on. This is to keep our workers safe. TIMS software also generates events based on information reported by users of Waze.</p> <p>The vendor should:</p> <ul style="list-style-type: none"> • Maintain and support existing Waze interface, or its equivalent system • Create new external interfaces equivalent to Waze, as requested by the Tollway. • Provide proper documentation • IT approval is required for all changes, and they must be documented • Obtain appropriate Traffic Operations Group and IT signoffs for all request, design, testing and implementation 	10	
<p>F.3.34. External Interface – Gateway - The external Gateway interface supplies the Gateway with daily lane closure information through an XML feed also sends I-PASS travel time information.</p> <p>The following should be supported by the vendor:</p> <ul style="list-style-type: none"> • The Gateway interface should work with Illinois, Wisconsin, and Indiana DOTs for maintenance of the gateway interface and as a mechanism to share information between agency traffic operation centers as well as the public. • The vendor should support the system for TIMS to send I-PASS travel time information, data from their Remote Traffic Microwave Sensors (RTMS), messages that are currently posted on all Dynamic message signs, as well as selected events meeting specific criteria, to the Gateway for use by subscribing transportation agencies (currently Lake County Department of Transportation) and for populating iDOT’s Travelmidwest.com Automated Traffic Information System (ATIS). • The vendor should work closely with Gateway staff in maintaining this interface and the quality of data transmitted. • The vendor should support TIMS to supply the Gateway with daily lane closure information through an XML feed. • Maintain and support existing Gateway Interface • Create new external interfaces equivalent to Gateway Interface, as requested by the Tollway • Provide proper documentation • IT approval is required for all changes, and they must be documented • Obtain appropriate Traffic Operations Group and IT signoffs for all request, design, testing and implementation. 	15	
<p>F.3.35. External Interface - Video Sharing - is routed to local media outlets via two dedicated high-speed links between these outlets and the TIMS video server.</p> <p>Transportation agencies (Gateway and Lake County) currently share video through the Gateway interface.</p> <p>The vendor should:</p> <ul style="list-style-type: none"> • Maintain and support existing external Video Sharing interface • Create new Video Sharing interfaces, as requested by the Tollway. 	15	

PROPOSED TECHNICAL SOLUTION – DESIRABLE ELEMENTS	Point Value	Proposal Section and Page Number
<ul style="list-style-type: none"> • Provide proper documentation • IT approval is required for all changes, and they must be documented • Obtain appropriate Traffic Operations Group and IT signoffs for all request, design, testing and implementation. 		
<p>F.3.36. External Interface – Portable Changeable Message Signs (PCMS) - There are currently 50 full matrix PCMS, that can be deployed anywhere in the system.</p> <p>These devices are deployed through Maintenance staff and can be controlled either locally by that staff or remotely by the TIMS system.</p> <p>They are equipped with AVL and a Cellular Modem and are battery/solar powered.</p> <p>In addition to the Tollway owned PCMS, construction contractors are required by contract to provide a specific number of full-matrix PCMS which meet Tollway standards (containing working AVL and Cellular Modems) to be used in their projects. These signs can also be controlled locally or by the TIMS system.</p> <p>The vendor should:</p> <ul style="list-style-type: none"> • Maintain and support existing PCMS • Participate in developing, and incorporate new PCMS as required by the Tollway • Contribute to conducting acceptance testing and configuring these signs in the TIMS System. • Troubleshoot any communications difficulties between TIMS and the sign. • Provide documentation of procedures and changes made. • IT approval is required for all changes, and they must be documented. • Obtain appropriate Traffic Operations Group and IT signoffs for all request, design, testing and implementation. 	10	
<p>F.3.37. External Interface - Road Weather Information Systems (RWIS) – RWIS is used to measure environmental conditions on or near the roadway.</p> <p>RWIS is used extensively to measure pavement temperatures on bridges via sensors in the roadway.</p> <p>These sensors assist the Tollway in managing snow removal and anti-icing operations.</p> <p>At some stations, complete weather data, such as wind speed and precipitation are also measured.</p> <p>There are currently approximately 20 RWIS deployments on the system.</p> <p>The vendor should:</p> <ul style="list-style-type: none"> • Maintain and support existing RWIS • Incorporate any new RWIS • TIMS should be able to support all RWIS deployed within the system • Provide proper documentation of procedures and changes made. • IT approval is required for all changes, and they must be documented. • Obtain appropriate Traffic Operations Group and IT signoffs for all request, design, testing and implementation. 	10	
<p>F.3.38. External Interface – Field Device BlueTOAD – is a brand of Bluetooth which is being used currently.</p> <p>BlueTOAD is a vehicle sensor system that is used to identify and track vehicles through in-vehicle blue tooth signals (Cell phones, headsets, navigation systems, etc.).</p> <p>BlueTOAD devices are solar/battery powered and communicate road speed and travel time data to the TrafficCast system via cellular communications.</p> <p>Travel time and speed data generated are incorporated into the TIMS collection of vehicle data.</p> <p>The vendor should:</p> <ul style="list-style-type: none"> • Maintain and support existing BlueTOAD devices, or its equivalent system. 	10	

PROPOSED TECHNICAL SOLUTION – DESIRABLE ELEMENTS		Point Value	Proposal Section and Page Number
	<ul style="list-style-type: none"> • Incorporate and support any new Bluetooth, or other new protocol devices, as required by the Tollway. • Provide proper documentation of procedures and changes made. • IT approval is required for all changes, and they must be documented. • Obtain appropriate Traffic Operations Group and IT signoffs for all request, design, testing and implementation. 		
F.3.39.	TIMS2GO - There should be a mobile version of the application that should provide access to live incident data to Incident Management team and Roadway Maintenance Team from everywhere they maybe at.	5	
F.3.40.	<p>TIMS2GO - should receive and display real-time traffic information from TIMS including events, devices, videos, travel time and congestion.</p> <p>This should provide the traffic management team, law enforcement group and roadway maintenance team with easy access to traffic information via mobile devices.</p> <p>TIMS2GO should be view-only. All users of the TIMS2GO should not be able to make changes to events and devices.</p>	5	
F.3.41.	<p>TIMS2GO Access - For users within the Tollway network, users should use an internal URL to access TIMS2GO.</p> <p>For users outside of the Tollway network and mobile, users should access TIMS2GO with an external URL.</p>	5	
F.3.42.	<p>TIMS2GO - TIMS2GO Menu - The following functionality from TIMS should be included in TIMS2GO:</p> <ul style="list-style-type: none"> • Map • Events • Roadwork Events • Weather Alerts • Devices <ul style="list-style-type: none"> ○ AVL ○ DMS ○ CCTV ○ RWIS • Statistics <ul style="list-style-type: none"> ○ AVL ○ DMS ○ CCTW ○ RWIS • Reports <ul style="list-style-type: none"> ○ Events Reports • User Profile Details with Change Password facility • Contact Information of Tollway Operation Center <ul style="list-style-type: none"> ○ the phone number and email address are hyperlinked. They will be prefilled in dial pad or email draft if click on them. ○ Shall include information usage and update policy. 	15	
F.3.43.	<p>TIMS2GO - Reporting Requirements - The system shall have a functionality to produce reports from the main user interface.</p> <ul style="list-style-type: none"> • Users should have the ability to choose columns and filter the records. • Report shall be able to be exported to different format of reports such as PDF, MS Excel, Text file, and others. • The following reports, views, and graphs if applicable should be made available and accessible from the system. All reports should be able to be scheduled for automatic delivery via email and pulled on demand. • Daily Event Reports: <ul style="list-style-type: none"> ○ Confirmed Events Report ○ Event Distribution Graph ○ Event Distribution Map ○ TIMS No Cam Report 	15	

PROPOSED TECHNICAL SOLUTION – DESIRABLE ELEMENTS	Point Value	Proposal Section and Page Number
<ul style="list-style-type: none"> • Alarms Summary Report • Annual Event Reports: <ul style="list-style-type: none"> ○ Event Distribution for All Events Report ○ Event Distribution for Incidents Report ○ All Events Sent to TravelMidwest ○ Lane Clearance times report based on injury type • Fatal Events Report <ul style="list-style-type: none"> ○ Fatal Reports by Roadway ○ Fatal Reports by Month ○ Fatal Reports by Year ○ Event Notes (Fatality) Report • Device Inventory Report • Travel Times Report <ul style="list-style-type: none"> ○ Travel Time Comparison Report • Queue Stations Report <ul style="list-style-type: none"> ○ Queue Events Report ○ Queue Station Details Report ○ Event Roadway Distribution • RWIS Reports <ul style="list-style-type: none"> ○ RWIS Alarms by Station Report ○ RWIS Alarms by Year Report ○ RWIS Alarms by Month Report • Sign Metrics Report <ul style="list-style-type: none"> ○ Sign Message History by Date Range Report ○ Sign Message History by Location Report • User Performance Measures Report <ul style="list-style-type: none"> ○ Current TIMS Users and Permissions <ul style="list-style-type: none"> ▪ Current TIMS Users ▪ Current TIMS Permission ○ TIMS Sign in Log Report ○ TIMS2GO Sign in Log Report ○ User Access Log Report 		
F.3.44. Reference 1 The vendor should supply a reference from past clients for its full featured ATMS services who are Interstate Highway transportation authorities.	5	
F.3.45. Reference 2 The vendor should supply a reference from past clients for its full featured ATMS services who are Interstate Highway transportation authorities.	5	
F.3.46. Reference 3 The vendor should supply a reference from past clients for its full featured ATMS services who are Interstate Highway transportation authorities.	5	

F.4. COMMITMENT TO DIVERSITY

Commitment to Diversity Vendor Guidance including Vendor Submission Forms is located on the Chief Procurement Officer for General Service's website at <https://cpo-general.illinois.gov/commitment-to-diversity/c2d-guidance.html> and on the BidBuy posting under "File Attachments:"

F.5. DEMONSTRATIONS

The virtual demonstration will be scheduled by the Illinois Tollway and notice will be sent out, in advance of the meeting, with further details. The minimum number of points to move on to the demonstration is 591.

DEMONSTRATIONS	POINT VALUE
<p>F.5.1 Roles / Privileges</p> <p>Demonstrate the following scenario regarding Role and Privilege management:</p> <ol style="list-style-type: none">1. Creation of test accounts.2. Creation of various roles to access different parts of the system.3. Assignment of the new roles to the test accounts.4. Demonstrate having different permissions for different functionalities. <p>Tollway reserves the right to request clarification or additional details to describe further any demo items listed in this section.</p>	30
<p>F.5.2. Admin Functions and Login Access</p> <p>Present an overview of the following:</p> <ol style="list-style-type: none">1. Ability to access the application.2. Demonstrate how the Tollway can control the password rules.3. Demonstrate the creation of an Admin user who can manage the user rights/user groups/access of the groups.4. Ability to use Active Directory for user authentication.5. Multi-Factor Authentication (MFA).6. Okta.7. Demonstrate SAML integration.8. Demonstrate how SSO is set up with OKTA.9. Ability to set permissions for recording access per user.10. Ability to set user-specific permissions for camera and destination access for video. <p>Tollway reserves the right to request clarification or additional details to describe further any demo items listed in this section.</p>	40
<p>F.5.3 Events/CAD Bridge</p> <p>Demonstrate the following scenario regarding the Events and CAD Bridge functions:</p> <ol style="list-style-type: none">1. Demonstrate connection to a CAD system and functionality that allows filtering of events based on nature from CAD.2. Explain how sensitive law enforcement information will be filtered from becoming an event note in TIMS.3. Demonstrate the ability to filter which event types are displayed in TIMS.4. Demonstrate the creation of events originating from CAD and mapping from CAD nature codes to specific event types in TIMS and vice versa.5. Demonstrate how events are created that do not originate from an outside source, such as CAD.6. Demonstrate the response plan generation and activation (DMS, email, Twitter, RTIS, Waze, text messaging).7. Ability to download lane closure information and create events.8. Ability to auto-generate events from other main processes such as Waze, wrong-way driver, etc.9. Demonstrate the ability to differentiate between Active Traffic Management (ATM) vs non-ATM events and applicable response plans.10. Ability to link and/or associate events.	100

<p>11. Ability to resurrect terminated events.</p> <p>12. Show the ability to map events on a map user interface.</p> <p>13. Show ability to recommend ITS devices (DMS, camera, etc.) based on event location and severity.</p> <p>Tollway reserves the right to request clarification or additional details to describe further any demo items listed in this section.</p>	
<p>F.5.4 Interfaces</p> <p>Demonstrate the following via a scenario regarding Interfaces:</p> <ol style="list-style-type: none"> 1. Demonstrate ability to pull asset information from Cartegraph or similar asset inventory software. 2. Demonstrate using information for devices and event mapping. 3. Demonstrate using information from Cartegraph to create and display trouble ticket information. 4. Demonstrate the ability to show real-time diagnostics for devices via the applicable user interface, as well as an alarm. 5. Demonstrate the ability to pull traffic data from third-party vendors (iPass, Inrix, Bluetooth, etc.) to use for travel time and queue information. 6. Ability to pull data from Tollway-owned vehicle detection system (VDS) including Sensys, RTMS, and any other applicable sensors. 7. Ability to pull AVL data from the vendor and display it in a searchable table and on a map layer. 8. Ability to provide authorized outside agencies, such as media outlets, DOTs, and first responders, with TIMS access. 9. Demonstrate adding new DMS to the system and show automated travel time target logic based on location. 10. Ability to post and retrieve DMS messages using NTCIP, including using color and graphics. Allow management via the user interface. 11. Demonstrate the method of storing saved messages and response plans in a retrievable library of messages and associated signs. <p>Tollway reserves the right to request clarification or additional details to describe further any demo items listed in this section.</p>	200
<p>F.5.5 Queue Detection/Flasher Activation</p> <p>Demonstrate the following via a scenario regarding Queue Detections/Flasher Activations:</p> <ol style="list-style-type: none"> 1. Demonstrate the manual control of the queue flashers. 2. Demonstrate automated queue detection and explain the types of detectors that have been used in the past for queue detection. The Tollway currently uses the following Sensys models: <ul style="list-style-type: none"> • VSN240-F-2 (last generation In-Pavement sensor) • VSN240-F-3 (current generation In-Pavement sensor) • VSN240-CUP-3 (Cup/Sleeve for VSN240-F-3) • AP240-E (Access Point). 3. Demonstrate automatic activation of queue flashers and/or DMS response plan. 4. Demonstrate the ability to set the timer for the deactivation of flashers manually. <p>Tollway reserves the right to request clarification or additional details to describe further any demo items listed in this section.</p>	10
<p>F.5.6 Video Functionality</p> <p>Demonstrate the following via a scenario regarding Video Functionality:</p> <ol style="list-style-type: none"> 1. Demonstrate the ability to Pan, Tilt, Zoom, Focus, and reboot cameras. 2. Demonstrate the functionality that allows for tracking camera configuration, including IP address and camera make and model, etc. 3. Ability to set and override park positions and set preset positions. 4. Ability to partition cameras by roadway and camera device state. 5. Ability to sort/filter cameras by location characteristics. 	100

<ol style="list-style-type: none"> 6. Ability to route video to any authorized destination. 7. Ability to record, view, and store routed videos automatically. 8. Allow the ability to schedule manual recordings of cameras regardless of the current viewing status. 9. Ability to export stored video. 10. Ability to integrate ATMS with video wall (currently Activu). 11. Ability to create and play customizable video tours. 12. Ability to display real-time device diagnostics for cameras, including operational and recording status. 13. An interface that allows for the recognition of layouts and allows for the routing of video to multiple destinations. 14. Ability to collect and publish snapshots from selected cameras, as well as pause scheduled snapshots. 15. Ability to block video and lock PTZ for media users. 16. Ability to export current camera inventory to external data sources, including a spreadsheet. 17. Perform video analytics for wrong-way drivers, stall, roadway departure, and debris, etc., detection, including methodology for showing alerts. <p>Tollway reserves the right to request clarification or additional details to describe further any demo items listed in this section.</p>	
<p>F.5.7 TIMS2GO (Mobile App)</p> <p>Demonstrate the following via a scenario regarding TIMS2GO (mobile app):</p> <ol style="list-style-type: none"> 1. Provide an overview of your mobile-supported environment for the following: <ol style="list-style-type: none"> a. Discuss the recommended mobile devices and OS for phones and tablets, b. Clarify if the solution is a native app, web app or hybrid, and c. Present the performance limitations for each device type. 2. Demonstrate the user access and session control, including user login workflow, authentication method (SSO, etc.), Session persistence, timeout settings and logout procedure. 3. Demonstrate the operational map awareness within the mobile app by showing: the main map interface upon login, the live display of the roadway assets/events, layer controls (events, devices, vehicles, etc.), and how to zoom/pan the cameras and their responsiveness. 4. Demonstrate the capabilities of Event & Incident interactions using the following as an example: how a user identifies an incident/event, show the event detail view, what key operational data is visible to the field users, and the ability to add/display notes and the status availability. 5. Demonstrate the device and resource visibility for the following: viewing/responding to ITS devices or resources, differentiation of device states, vehicle/AVL/resource visibility, and the ability to quickly interpret system status. 6. Demonstrate Roadway/Geographic Filtering for the following: <ol style="list-style-type: none"> a. Filtering by roadway/route/area, b. Impact of filtering on the map and lists, and c. Ease of switching views. 7. Discuss the following regarding the mobile app: <ol style="list-style-type: none"> a. Expected latency characteristics, b. Behavior under degraded connectivity, c. Data refresh model, and d. Known constraints or dependencies. <p>Tollway reserves the right to request clarification or additional details to describe further any demo items listed in this section.</p>	30
<p>F.5.8 Reporting</p> <p>Demonstrate the following via a scenario regarding Reporting:</p> <ol style="list-style-type: none"> 1. Archive all events, DMS messages, travel time data, GPS, VDS data, list of exported videos, emails, user performance, including logins, breaks, event interactions, etc. 2. Show the ability to report on all archived data in a data visualization and dashboards. 3. Retrieve, archive, and generate and disseminate alarm alerts for device and/or main processes. 	15

<p>Tollway reserves the right to request clarification or additional details to describe further any demo items listed in this section.</p>	
<p>F.5.9 Technical Support</p> <ol style="list-style-type: none"> 1. Present the structure of onsite vs remote support. 2. Provide an overview of how to troubleshoot performance issues within the system. Review the tools, interfaces, and logs that are available for handling problems. 3. Provide the details on how system restoration and point-in-time recovery are applied to an environment in case of data recovery needs. 4. Provide an overview of the setup of log shipping options to systems, like Splunk. 5. Provide an overview of maintenance tasks expected to be handled by the IT staff or end users of the system, including, but not limited to, any database maintenance, backups, log purging, indexing, etc. <p>Tollway reserves the right to request clarification or additional details to describe further any demo items listed in this section.</p>	<p>20</p>

F.6. PRICING

F.6.1. FORMAT OF PRICING:

- F.6.1.1. Offeror shall submit pricing in the Quote Items Tab on BidBuy, based on the terms and conditions set forth in this Request for Proposal Solicitation Document. Offeror's price offer shall serve as the basis for the compensation terms of the resulting contract. Failure to submit pricing in the Items Tab on BidBuy may render Offeror's entire Offer non-responsive and ineligible for award. Note: any pricing entered in the Unit Cost of the Items Tab will be locked until after Technical and Commitment to Diversity Evaluations are complete. Do **not** enter cost, pricing, or any discount information in the Alternate Description field. **Entering cost, pricing or discount information in the Alternate Description may result in disqualification.**

The vendor needs to complete the yellow cells on the pricing table which is Exhibit A

The Initial Term tab lists the below System Costs which the vendor needs to fill in the **Initial Costs** column and the **Initial 5-year term** columns.

For the Personnel Costs section, the vendor needs to put in the hourly rate for the five listed resources (Project Manager (F.2.53), Senior Traffic Engineer (F.2.54), Project Engineer (F.2.55), Senior Software Developer (F.2.56) and the System Administrator (F.2.57).

The vendor shall enter the result of multiplying the Average On-Site Billing Rate and the Estimated Hours in the designated column.

The estimated hours are strictly used for pricing evaluation purposes and do not reflect actual hours required by the Tollway. The Tollway shall not be contractually obligated to engage the vendor for the estimated hours.

SYSTEM COSTS

TIMS System – one time charge – This pertains to the one-time costs of the required hardware and application software needed to run the vendor's solution. The replying vendor needs to specify the model and quantity for each piece of hardware along with the application software needed for their proposed solution. This includes the Operating System and version. This includes but is not limited to the following sections/requirements: A.2, F.2.55.

TIMS System – licenses and ongoing support – This pertains to the ongoing hardware and application/software license costs for the application and all required software to run and support the solution. The replying vendor needs to list the required hardware, software and versions for each license along with the 5-year costs and thereafter the annual costs for hardware and software maintenance and support. This includes, but not limited to the following requirements: F.1.88-F.1.92 and F.2.20-F.2.21 (System Backup), F.1.93-F.1.98 and F.2.22-F.2.37 (Data Retention/Disaster Recovery), F.1.99-F.1.104 and F.2.38-F.2.46 (System Support), F.2.18-F.2.19 (System Adaptability)

Transition Costs – This cost is allocated by the Tollway and can be negotiated with the vendor. The transition costs include the initial setup costs, maintenance and support for the 6-month transition period described in B.4. This includes but not limited to the following requirements: B.4, F.1.69 (Conversion), F.1.1–F.1.13 and F.3.1 (User Admin/General User Capabilities), F.1.14-F.1.21 (Alarms), F.1.22-F.1.40 and F.3.6 (Event Management), F.1.41-F.1.46 (Maps), F.1.47-F.1.55 and F.3.7-F.3.20

(Video), F.1.56-F.1.59 (Queue Stations), F.1.60 (Workstation Consoles), F.1.61-F.1.66 (Interfaces), F.1.69 (Conversion), F.1.79 (Workflow), F.1.107-F.1.112 (Data Security), F.2.53-F.2.57 (Personnel) and F.3.40-F.3.43 (TIMS2GO/Mobile App).

System Implementation – This cost pertains to the requirements for Professional Services to setup, development, configuration and tests of the hardware, network and application to establish an approved working solution. This includes but not limited to the following requirements: F.1.1–F.1.13 and F.3.3-F.3.4 (User Admin/General User Capabilities), F.1.14-F.1.21 (Alarms), F.1.22-F.1.40 and F.2.2 (Event Management), F.1.41-F.1.46 (Maps), F.1.47-F.1.55 and F.3.23 (Video), F.1.56-F.1.59 and F.3.22 (Queue Stations), F.1.60 (Workstation Consoles), F.1.61-F.1.66 and F.2.3-F.2.4 and F.3.24-F.3.38 (Interfaces), F.1.67 (Reporting), F.1.68 (Integration), F.1.69 (Conversion), F.1.70 (Workflow), F.1.71 (User Interface), F.1.72-F.1.87 and F.2.5-F.2.17 (System Infrastructure/Performance/Scalability), F.1.105-F.1.106 and F.2.47-F.2.48 (Authentication), F.1.107-F.1.112 (Data Security), F.1.113-F.1.115 and F.2.51-F.2.52 (System Compliance), F.2.1 (Congestion Management), F.2.29-F.2.50 (Authorization), F.3.2 (Device Group), F.3.21 (Vehicle Detector Station) and F.3.40-F.3.43 (TIMS2GO/Mobile App).

Training – The training costs include remote/virtual training, in-person training (Tollway is not responsible for travel and hotel expenses), on-line training along with all training materials for each type of training. Training sessions will be recorded for reference. This includes but not limited to the following requirements: F.2.45, also referred to in: F.2.54, F.2.55 and F.3.17.

Tollway Approved Other Direct Costs – ODC are project-specific expenses the Tollway anticipates to enhance the system over the term of the contract. The awarded vendor shall present other direct costs for approval by the Tollway as identified.

Contract Support Position – this is an entry level technician position to perform testing, quality control, system documentation and other assigned tasks. This position requires at least 2 years' experience in testing and documenting the system per requirements.

PERSONNEL COSTS

The vendor needs to reply with the hourly rate for each of the six positions by the level of experience. These costs will be used for any chargeable work, and the estimated hours are only an estimate, and Tollway is not responsible for using all these hours. The Initial Term tab is for the initial five years of the contract. The following tabs: Renewal 1, Renewal 2, Renewal 3, Renewal 4, and Renewal 5 are for the annual renewal periods beyond the initial five years.

The vendor shall enter the result of multiplying the Average On-Site Billing Rate and the Estimated Hours in the designated column.

The estimated hours are strictly used for pricing evaluation purposes and do not reflect actual hours required by the Tollway. The Tollway shall not be contractually obligated to engage the vendor for the estimated hours.

- F.6.2. TYPE OF PRICING: The Illinois Office of the Comptroller requires the State to indicate whether the contract pricing is firm or estimated at the time it is submitted for obligation. Pricing pursuant to this contract is estimated.
- F.6.3. EXPENSES ALLOWED: Expenses are not allowed.
- F.6.4. TAXES: Pricing shall not include any taxes unless accompanied by proof the State is subject to the tax. If necessary, Offeror may request the applicable agency's Illinois tax exemption number and federal tax exemption information.
- F.6.5. OFFEROR'S PRICING OFFER: Enter pricing in the line items of BidBuy.
- F.6.5.1. Renewal Compensation: If the contract is renewed, the price shall be at the compensation rate listed on the Pricing Specifications Guideline (Exhibit A), and as agreed upon by the Illinois Tollway and awardee as negotiated to determine the best cost-effective option.
- F.6.5.2. Agency Formula for Determining Renewal Compensation: Bid prices shall remain fixed throughout the first five (5) years of the initial Contract term. If the Contract is renewed, the price shall be at the same rate as for the initial Contract term, unless a different compensation or formula for determining the renewal compensation is stated in the Pricing Specifications Guideline (Exhibit A).

Section G. ATTACHMENTS AND EXHIBITS

- Attachment A, References
- Attachment B, Reference Questionnaire Form
- Attachment C, Change Control Process
- Attachment D, Commitment To Diversity Forms
- Exhibit A, Pricing Table (Vendor must complete the yellow cells on the pricing table)

In compliance with the State and Federal Constitutions, the Illinois Human Rights Act, the U.S. Civil Rights Act, and Section 504 of the Federal Rehabilitation Act, the State of Illinois does not discriminate in employment, contracts, or any other activity.

The State of Illinois encourages prospective vendors to consider hiring qualified veterans and Illinois residents discharged from any Illinois adult correctional center, in appropriate circumstances.

Attachment A

Illinois State Toll Highway Authority

Reference

REFERENCES: Attachment A, Provide references from three (3) established firms or government agencies other than the procuring agency that can attest to Offeror's experience and ability to perform the contract that is the subject of this solicitation. Offeror must attach Attachment A, when submitting an offer in BidBuy. An offeror will lose points for each Attachment A, Reference Questionnaire Form, not submitted to the Illinois Tollway. Each Attachment A, Reference Questionnaire Form, is worth five (5) points, maximum fifteen (15) points.

Prior to the opening date, offeror should send Attachment B, Reference Questionnaire Form, to the reference entity for each firm listed below. The reference entity should complete the form and submit it directly to the Illinois Tollway contact at BChillmon@getipass.com prior to the opening date.

It is the offeror's responsibility to verify if their reference entity has submitted their Attachment B, Reference Questionnaire Form to the Illinois Tollway. All references received will have a return email advising that the Illinois Tollway has received their form. If the reference entity has not received this email, they should confirm the submission.

G.1.1. Firm/Government Agency (name): [Click here to enter text.](#)

Contact Person (name, email address, address, and phone): [Click here to enter text.](#)

Date of Supplies/Services Provided: [Click here to enter text.](#)

Type of Supplies/Services Provided: [Click here to enter text.](#)

G.1.2. Firm/Government Agency (name): [Click here to enter text.](#)

Contact Person (name, email address, address, and phone): [Click here to enter text.](#)

Date of Supplies/Services Provided: [Click here to enter text.](#)

Type of Supplies/Services Provided: [Click here to enter text.](#)

G.1.3. Firm/Government Agency (name): [Click here to enter text.](#)

Contact Person (name, email address, address, and phone): [Click here to enter text.](#)

Date of Supplies/Services Provided: [Click here to enter text.](#)

Type of Supplies/Services Provided: [Click here to enter text.](#)

Offeror Name: [Click here to enter text.](#)

Return Mailing Address: [Click here to enter text.](#)

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Attachment B

Illinois State Toll Highway Authority

Reference Questionnaire Form

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The Illinois State Toll Highway Authority
2700 Ogden Avenue
Downers Grove, Illinois 60515-1703
630/241-6800
Fax: 630/241-6100
TTY: 630/241-6898
Road Conditions: 1-800-TOLL-FYI
www.illinoistollway.com

Reference Questions Form

Contract # and Description: 24-0082 Traffic Incident Management System (TIMS) (24-557THA-INFOT-B-50038)			Vendor Name:
Company (that reference is from)			Date:
Private Sector: <input type="checkbox"/>	Public Sector: <input type="checkbox"/>	Both Private and Public: <input type="checkbox"/>	Company Contact Name:
Title:		Email:	Number:

Return Directly to Contact Info: Brian Chillmon
BChillmon@getipass.com
630-371-8511

Questions	Response
1. What type of work did the vendor perform for your company? Describe the scope.	
2. Was the project completed on time and within budget? If not, why?	

Questions	Response
3. Did the vendor provide any performance guarantees? If so, describe the guarantees. Were the guarantees met?	
4. Were there any obstacles or challenges in making the changes recommended by the vendor? If so, how did the vendor assist in overcoming the obstacles?	
5. The commitment of the vendor, the amount of resources provided for the project and the overall quality of the staff working on the project.	
6. The vendor's responsiveness to problems or issues that occurred during the project.	
7. What types of camera manufacturers/types has the vendor integrated into your Traffic Incident Management System solutions :	

Attachment C

Illinois State Toll Highway Authority

Change Control Process

In compliance with the State and Federal Constitutions, the Illinois Human Rights Act, the U.S. Civil Rights Act, and Section 504 of the Federal Rehabilitation Act, the State of Illinois does not discriminate in employment, contracts, or any other activity.

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Attachment C

Change Control Process

IT Process

Doc #	07.02.001
Version	.14
Effective Date	May 27, 2016
Reviewed Date:	August 29, 2025

1.0 DESCRIPTION

This document describes the process to be followed when making changes to the Tollway's Information Technology (IT) infrastructure and key systems (i.e. Mainframe applications). The Change Control Process is designed to provide a structure in which changes to the IT environment are requested, evaluated and approved prior to their installation or implementation as well as monitored for a brief period after successful implementation. The purpose is to ensure that all elements are in place, all affected parties are notified in advance, and the schedule for implementation is coordinated with all other activities within the organization to ensure that changes are conducted in an efficient manner. In addition, users are requested to review the change and approve that the change addresses their original request.

This process ensures;

- Program changes are approved and authorized by information systems and user management
- Post-implementation reviews are performed
- Procedures exist to ensure that only properly authorized programs are placed in production status
- Program changes are performed by appropriate personnel
- Changes to in-scope systems are documented, tested and approved by Management
- Approved changes migrated to in-scope production systems are performed by personnel authorized to promote changes but without the ability to develop those changes (separation of duties).

2.0 SCOPE

The Change Control Process applies to all the types of changes that may be made to the production baseline and is defined as the addition, modification, or removal of an authorized, planned or supported service or service component and its supported documentation.

This process is applicable to any and all changes that are made to software, operating systems, hardware, and the network and can include changes to the IT environment that may arise from many circumstances, such as:

- Problems or incidents
- Periodic maintenance or patches

- User requested enhancements
- Hardware and/or software upgrades
- Acquisition of new hardware and/or software
- Changes or modifications to the infrastructure, including changes to network connections and firewall and router configuration settings
- Operations schedule changes
- Changes in availability
- Changes in response to unforeseen events

The above list is not all-inclusive. Questions as to the applicability of using this process in a particular circumstance should be directed to the Change Control Administrator.

When project delivery affects production environments, the responsibility is on IT management to follow the documented Change Control Processes.

3.0 GENERAL INFORMATION

3.1 ACRONYMS

Acronym	Definition
CCA	Change Control Administrator
CRF	Change Request Form
DSS	Data Security Standard
ECAB	Emergency Change Advisory Board
ERP	Enterprise Resource Planning
ISTHA	Illinois State Toll Highway Authority
IRB	Implementation Review Board
IT	Information Technology
ITIL	Information Technology Infrastructure Library
PCI	Payment Card Industry
QMS	Quality Management System
SME	Subject Matter Expert

3.2 DEFINITIONS

Word	Definition
Change	To transform, alter, or modify the operating environment or standard operating procedures; any modification that could have a potential and/or significant impact on the stability and reliability

	of the infrastructure and impacts conducting normal business operations by our customers and IT; any interruption in building environments (i.e., electrical outages) that may cause disruption to the IT infrastructure.
Confidential Information	Information that includes but not limited to the following: Social Security Number, Drivers License Number, Credit/Debit Card Number, Bank Account Number. Reference the Data and Information Classification Policy.
Customer	Person, group or entity that had originally identified the incident or problem and would benefit from the implementation of the change
Emergency Change	During emergent situations there may not be time to follow the normal Change Management process; it is advised to establish an abbreviated process and pre-identify an ECAB to support the process and grant the authorization to perform the change activities.
Event	An occurrence
Incident	Any activity outside of the normal operating procedures that could have a potential and/or significant impact on the stability and reliability of the infrastructure, i.e. a request to keep a system up during a normal shutdown period.
Normal Change	An augmentation to services that is not routine nor an emergency can be classified as a Normal Change. They are planned, tested and verified prior to implementation into production. Other examples of Normal Changes are menu changes, screen changes, updating report changes and database changes.
Immaterial Change	A change to the production environment where the impact of the change is negligible. Examples of an Immaterial Change would be a routine change (i.e. installing a patch), cosmetic changes, reports that only extract information, and non-updating reports.

3.3 REFERENCES

	Document Title	Control Number
1	Information Technology Infrastructure Library (ITIL)	v3
2	PCI DSS	Version 4.0
3	Incident Response Plan	07.02.008

4	Document Creation and Change Procedure	07.03.000
5	User Acceptance Form	07.06.006
6	Data and Information Classification Policy	07.01.017

3.4 FIGURES

1	Immaterial Change Workflow
2	Normal Change Workflow
3	IRB Review Process

3.5 APPENDICES

A	Change Request Form Procedure
B	Emergency Changes
C	Vendor Change Request
D	Change Management Meeting
E	Change Management Priority Designation
F	Change Management Status Designation

4.0 RECORDS

Document	Location	Retention Length
Change Request Form	IT Sharepoint	7 years
Change Management Database	IT Sharepoint	7 years
Implementation Review Board Meeting Minutes (to include, but not limited to a list of attendees and the decisions made)	IT Sharepoint	7 years
User Acceptance Form	IT Sharepoint	7 years
Track-It	IT application	7 years

5.0 PROCESS

5.1 ROLES AND RESPONSIBILITIES

The Implementation Review Board (IRB) is comprised of members representing key functional organizations. They are;

- Chief Information Officer
- Deputy Chief of IT Infrastructure and Development
- Deputy Chief of Operations and Support
- Deputy Chief of OT Ap Development
- Deputy Chief of IT Security

- DBS, SDI Consultant
- Director of OBS DepartmentElectronic Tolling Init
- Chief Operating Officer, Executive Department

The IRB is facilitated by the Change Control Administrator. The Chief Information Officer has the authority to veto any decision.

5.1.1 Originator

The Originator is responsible for;

- Completing the Change Request Form per procedure listed in Appendix A
- In the event of an emergency, following guidelines listed in Appendix B
- As applicable, facilitating Vendor Change Request, as per Appendix C
- Working with the customer to thoroughly understand the problem, developing, testing and implementing the solution, and developing a backout plan
- Clearly defining and documenting the scope of the change
- Documenting the customer impact
- Proposing changes that adhere to applicable policies and procedures
- Performing due diligence prior to implementing change (i.e. testing)
- Addressing all concerns raised by members of the Change Control Board
- Ensuring that the change can be reversed or remedied if unsuccessful and that backout procedures are prepared
- Notifying all potentially affected parties when the change will be implemented, including when the change will be initiated and when the change is completed
- Conforming emergency changes to Change Control Process as soon as practical
- Immediately addressing any compromises to security policies and procedures
- Verifying that the change resolves the original issue

5.1.2 Manager, Originator's organization

The Originator's functional manager is responsible for;

- Ensuring the Originator has sound rationale and justification for proposing the change (i.e. operational, quality, productivity, financial)
- Ensuring the Originator has performed due diligence prior to implementing change

5.1.3 Customer/User

The Customer/User is responsible for;

- Creating a Help Desk ticket and/or completing the change control form

- Working with the originator (and other designated parties) in developing and implementing the change, as applicable
- Validating that the change resolved the incident
- Approving the change as applicable (i.e. signing the User Acceptance form)

5.1.4 Change Control Administrator

The Change Control Administrator is responsible for;

- Ensuring that the Originator properly completes the CRF
- Verifying there is a backout plan
- Coordinating the changes, events and status of the change and that changes are based on priority and risk
- Notifying parties of conflicts needing resolution
- Posting the change schedule that notifies people affected by the change
- Ensuring that non-conformities are recorded and actioned
- Reviewing emergency changes to verify that they were true emergencies
- Ensuring that emergency changes conform to the Change Control Process as soon as practicable
- Facilitating the IRB (per Appendix D), ensuring status of the change is appropriate (Appendix F), and maintaining records as applicable
- Ensuring all votes are accurately recorded for each change
- Escalating concerns to the Chief Information Officer as applicable
- Ensuring that meeting minutes are available to IRB members at the earliest possible convenience. The minutes may include weekly statistics on the number and types of changes

5.1.5 IT Manager

The IT Manager is responsible for;

- Authorizing program changes
- Assigning changes to appropriate personnel
- Authorizing changes for production
- Ensuring post-implementation reviews are performed. Signing User Acceptance Form as applicable

5.1.6 Implementation Review Board Representative

The Implementation Review Board Representative is responsible for;

- Attending the Change Control meetings or notifying IRB members in advance of their inability to attend a meeting
- Reviewing the impact of all changes prior to the scheduled weekly meeting

- If applicable, supporting efforts to identify and define the problem, resolve the problem and implement the change
- Providing additional insight on the impact, urgency, cost, benefits and risk of the change on operations and security.
- Supporting efforts to eliminate or mitigate risks in implementing the change and impact of the change
- Determining if additional security controls are required as a result of the change
- Ensuring the Originator has sound rationale for proposing the change and that the change provides a business benefit (i.e. legal, regulatory, operational)
- Ensuring the Originator has performed due diligence prior to implementation
- Verifying that the change has met its objectives, the customers are happy with the results and there have been no unexpected side effects
- Voting yes or no for all purposed changes or motions
- If applicable, verifying functional operability after change is implemented
- If applicable, ensuring that changes to configurations can be verified during change implementation
- If applicable, help developing, preparing and/or supporting the backout plan
- If applicable, supporting efforts to prevent incident recurrence
- If applicable, ensuring that implementation of the change is scheduled at an optimal time (i.e. minimal impact to operations/productivity)
- If applicable, ensuring that proper notification has been provided to affected users, computer operations personnel, and/or Help Desk personnel before and after the change is implemented

5.1.7 Chief f Information Officer

The Chief Information Officer is responsible for;

- Monitoring and enforcing this process within the organization
- Providing the equipment, tools and resources necessary to fulfill the requirements of this process
- Addressing issues as escalated
- Decision making in the event of an impasse
- Reviewing and approving all exceptions and deviations from this process
- Overruling decisions by other IRB members as appropriate

5.2 PROCESS ELEMENTS

5.2.1 Suppliers of Input to the Process

Suppliers to the process are:

- Customer/User Requests
- IT Staff who provide resolution to an incident and/or problem
- SMEs to advise the IRB on business impacts, as required

5.2.2 Inputs

Inputs to the process are:

- HW/SW/Firmware solutions
- IT Staff capable of assessing the scope and impact of proposed solutions
- Current Change Schedule of all changes in the production environment
- Testing and validation results or related change efforts
- Completed Change Control form
- Track-IT ticket

5.2.3 Process

5.2.3.1 Immaterial Change

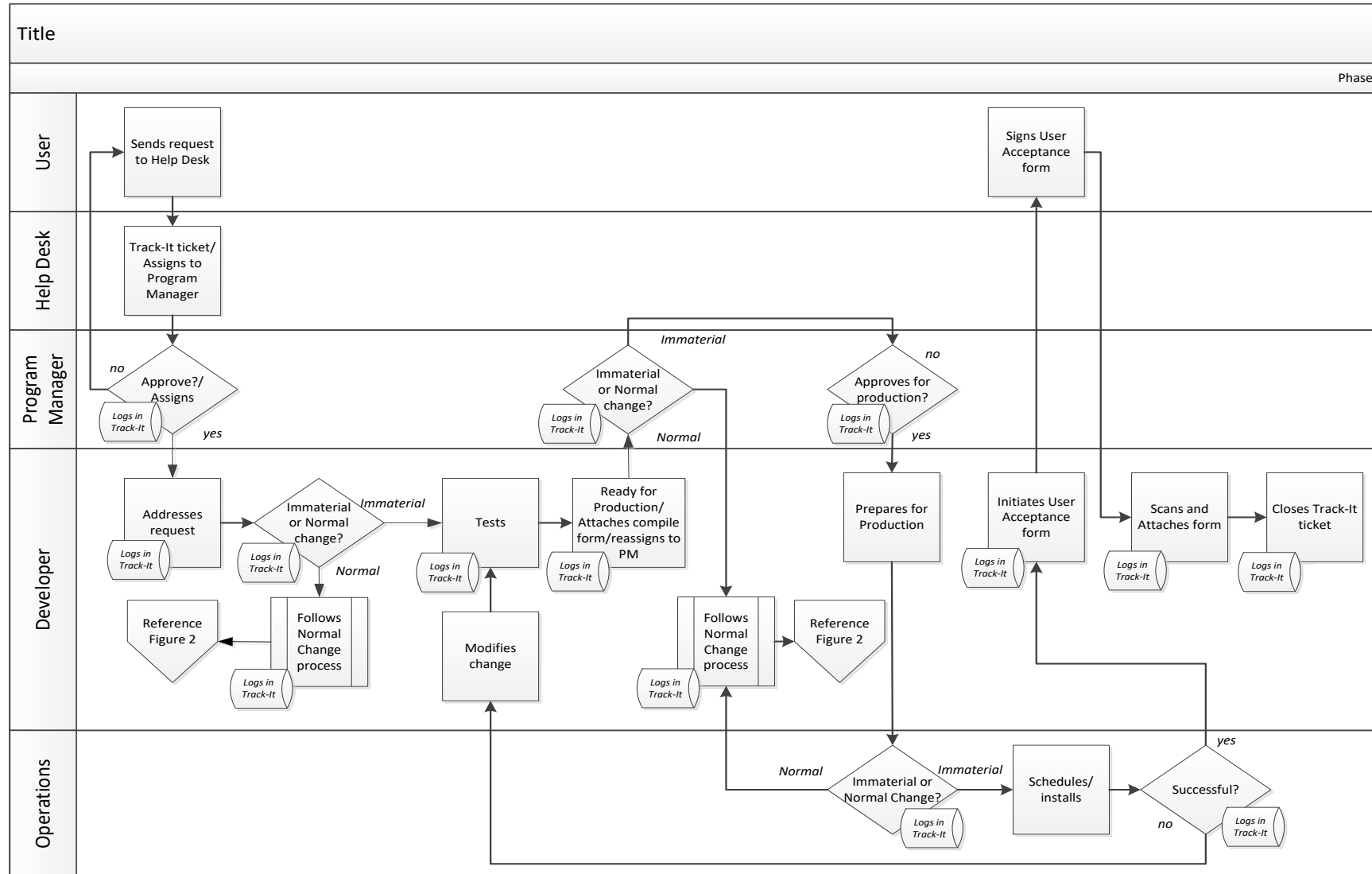


Figure 1: Immaterial Change Workflow

5.2.3.2 Normal Change

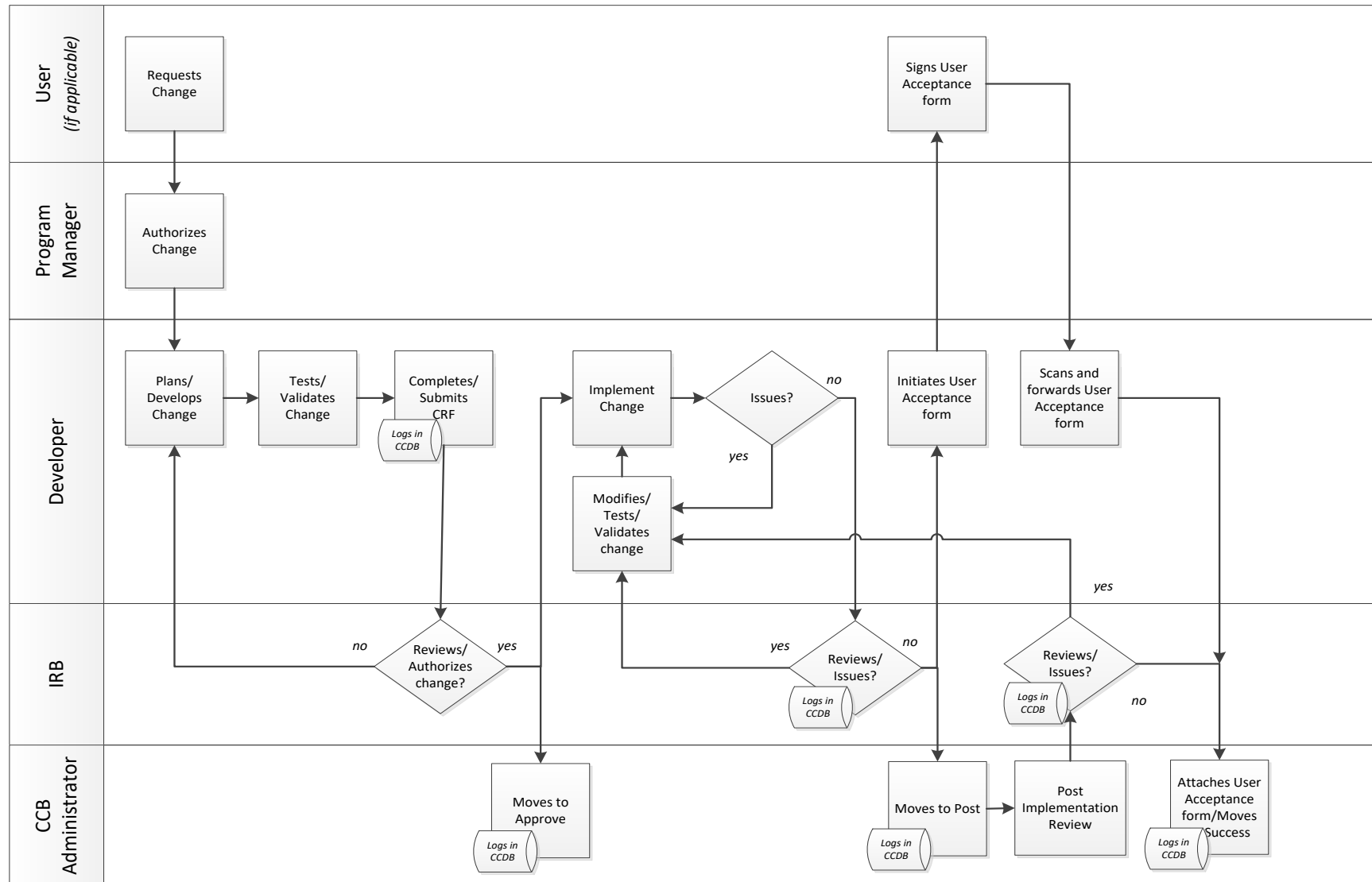
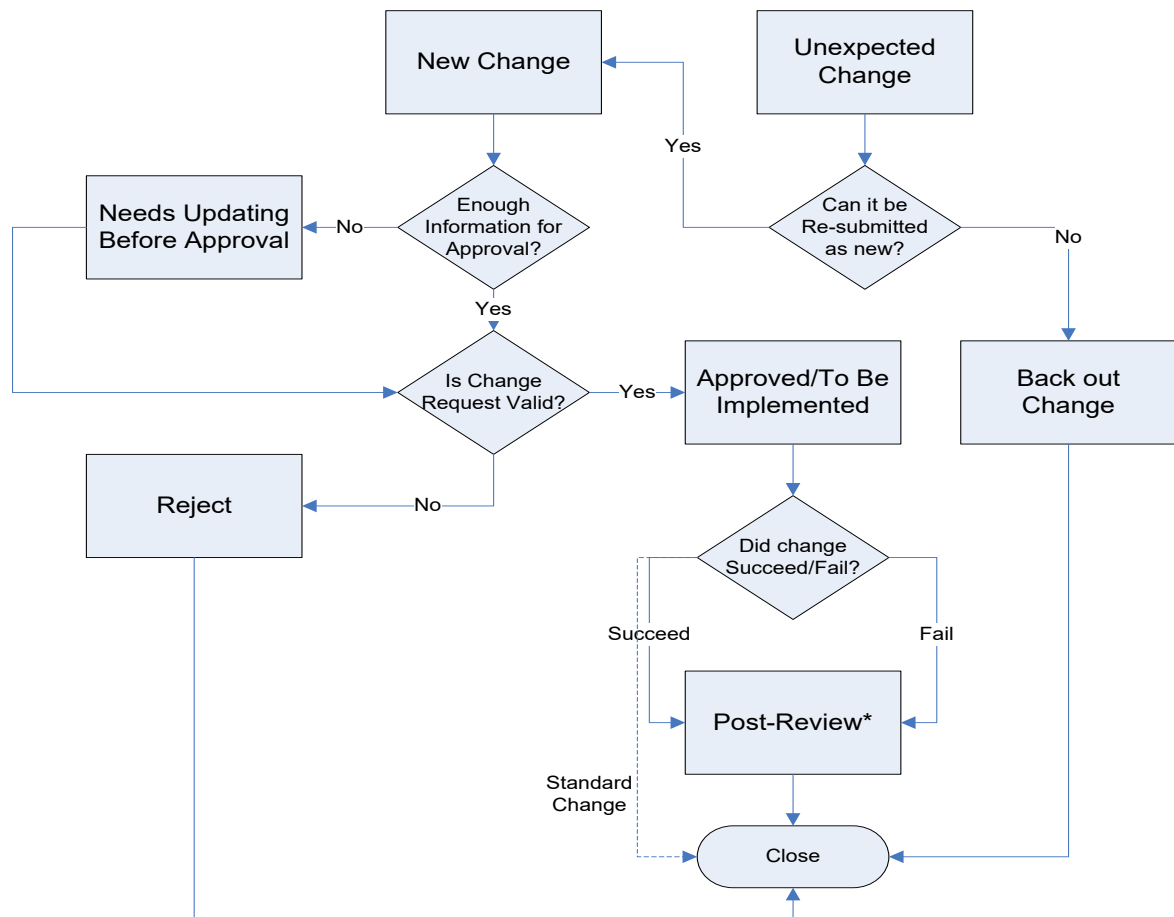


Figure 2: Normal Change Workflow

5.2.3.4 IRB Review



*The Post-Review phase includes any testing and documentation that is needed to verify that the change that has been implemented was successful. Not all change control items will need a test plan but in the event that one is needed it will be part of the Post-Review portion of the overall workflow.

Figure 3: IRB Review Process

5.2.4 Outputs

Outputs of the process are;

- Solution to resolve the incident and/or problem
- Initiation/Revision to applicable Documentation and/or configuration files have been completed to reflect the change
- Update Change Control database
- Updated Track-It ticket
- Approved User Acceptance Form

5.2.5 Customers

Customers of the process are;

- Person who reported the problem
- IT Systems' users who may benefit from the solution
- IT Systems' administrators

5.2.6 Measures of Success

Measures of success of the process are;

- Solution resolves the original incident and/or problem
- Customer agrees that the original incident and/or problem has been addressed by the solution
- Solution complies with Tollway & IT policies, processes and procedures
- Solution complies with PCI DSS requirements
- Solution does not compromise or increase security or business risk
- Solution has negligible or positive impact on other IT Systems
- Solution improves productivity, if applicable
- Solution provides a negligible or positive cost benefit
- Solution has a negligible or positive quality impact to overall service
- In the absence of a solution, an increased understanding and documentation of the system

5.3 IRB Voting Procedure

Rules governing the voting process are;

- Quorum for Change Management Meetings is three IRB members
- If quorum is not met, new items may not be approved, however status updates on previously approved items may take place
- The Chief Information Officer can supersede quorum requirements
- If there are items that must be approved and there is no quorum, the Change Control Administrator can request email approval from IRB members (email approvals must be attached to the Change Control Item in the Change Management System)
- There will be a vote taken on all Change Control Items

All votes and use of veto powers will be recorded for each Change Control Item in the comments section.

APPENDIX A**Change Control Form**

To be completed by Originator prior to submittal

- Name
- Creation Date
- TrackIT#,
- Title of the Change
- Item Type (choose one: HW, SW, Communication, NW, Documentation, Environment)
- Description (of the problem and change proposed)
- Type of Change (choose one: Emergency, Normal,)
- Priority of Change (choose one: High, Medium, Low) per Appendix E
- Risk (choose one: High, Medium, Low)
- Reason for the change (choose one: upgrade, bug fix, maintenance, problem fix, performance improvement, emergency)
- Describe Office Location(s) impacted by the change
- Describe Business Unit(s) impacted by the change
- Describe System(s) impacted by the change
- Describe the Customer impact of the change
- In quantifiable terms, describe the Financial Impact of the change
- Describe the backout plan in case there is a problem encountered during implementation of the change
- Describe test approach to verify effectiveness of the change in addressing the original problem
- Enter Planned Date for implementation of the change, to include time and duration

Upon Approval to implement change:

- Functional Organization Representatives indicate their approval (signing User Acceptance Form)

Upon Approval to make the change permanent:

- Functional Organization Representatives indicate their approval
- If applicable, enter name of customer who approved that the change addresses the reason for the change. Attach supporting evidence if applicable (User Acceptance Form).

APPENDIX B

Emergency Change Requests

Emergencies exist only as a result of:

- Immediate or imminent loss of current or future business
- Addressing a legal concern (i.e. noncompliance with Government Regulations)
- Addressing a security concern
- Addressing a safety concern
- A response to a significant degradation in customer service or public confidence/image,
- A response to an emergency business need.

All emergencies, which shall include program moves (i.e. moving a program from development to production in accordance with approved processes and procedures), are handled on an as-required basis with the approval of the Chief Information Officer, Deputy Chief of Business Systems, Deputy Chief of IT Infrastructure and Development, or Deputy Chief of IT Security, and must follow the guidelines below:

1. Send an emergency approved Change Request Form to the Change Control Administrator either before or within 1 business day after the change occurs.
2. The department manager (or his/her designee) will notify the Change Control Administrator and the IT Help Desk of the emergency change. The notification shall include, at a minimum, the following information:
 - Will the change cause an interruption in service?
 - What additional customers will be affected (in the event a change is needed to fix an outage) and who needs to be notified by the Help Desk?
 - What is the possible work around until the problem is resolved?
 - What is the approximate length of the outage?
 - Notification of resolution.
 - Completion of a Help Desk Ticket to accurately describe the outage.

Emergencies after normal business hours, on the weekend or holidays, will be resolved immediately and reported to the Computer Room as this group provides Help Desk after-hours coverage. A Help Desk Ticket will be generated and staff will notify affected customers, as applicable. A completed Change Request Form must be submitted through the regular reporting process on the first business day immediately following when the change was made.

The Change Control Administrator will review all emergency submissions to ensure the change met the criteria for an Emergency Change.

APPENDIX C

Vendor Change Requests

Vendors that control portions of the infrastructure will submit change notifications to the designated IT contact. The IT contact is responsible for evaluating and submitting those changes to Change Control on the Change Request Form, following the same procedures as an internal submission. Change requests must be entered at least 48 hours in advance of the next scheduled CCB meeting for the change to be considered.

Out of cycle change request meetings are at the discretion of the Change Control Administrator.

An example is AT&T, the Tollway's support vendor for NGN. AT&T will send the notification to the Data Communications Division Manager or the Enterprise Information Services Manager. The respective manager will evaluate the request, complete the Change Request Form, and submit the request through the normal process.

APPENDIX D

Change Management Meeting

A weekly Change Control meeting will be facilitated by the Change Control Administrator or designee. The purpose of the meeting is to share information, concerns, comments, etc. in a collaborative environment to eliminate potential disruptions of service to IT customers. The primary objectives to be accomplished at each meeting are as follows:

- Review last changes implemented and discuss any pertinent issues or problems encountered. The CCA will document and follow the change through to completion
- Review proposed changes received since the last meeting
- Identify conflicts and ask for resolution from parties involved
- Establish if customers are affected by the requested change and if procedures are in place for notifying these customers once change is approved
- Review and request resolution from Originators, if the change overlaps and/or conflicts with other requested changes
- Review impact of the change. Each IRB Member will express their approval or denial to proceed with the change (i.e. status change)
- Schedule a time frame to implement a change, while considering application restrictions and upcoming events such as month-end/year-end, holiday, and heavy volume days; that is, any justified business need
- Ensure availability of a back-out or fallback plan
- Ensure support is defined and appropriate staff are available in the event of a back-out to the change or a related problem
- Finalize and approve changes that will occur in the upcoming week
- Review and discuss future changes that have been requested and the impact of those changes

Only change requests submitted within 48 hours of the scheduled Change Management Meeting will be addressed at the meeting. A deviation from this policy is at the discretion of the Change Control Administrator and the IRB.

Participants

All branches that have the potential to make changes to any component that could have an impact on the IT infrastructure are required to send a representative to the weekly Change Control meeting. In addition, any individual that has submitted a CRF for that week must attend, or send a designee who has knowledge of the change.

Note

If a representative is not present, the proposed change will not be approved unless prior discussion with a member of the IRB has taken place and been documented. It will be up to the discretion of the CCA to remove a CRF or review the proposal at the following IRB.

When the IRB is approving to proceed with a change (i.e. status change), if there is a denial by one or more IRB Member, the change will not proceed until concerns are addressed and/or the Chief Information Officer has used veto power to overrule the decision.

APPENDIX E**Change Management Priority Designations**

High Priority	The problem is of an urgent nature and can justify an out-of-cycle change. This priority is used for problems that meet the Priority 1 requirements, except that a work-around exists, or performance degradation for which no temporary work-around is available however delay would not cause adverse mission impact beyond that of inconvenience. These changes must still be controlled, tested and approved prior to implementation on a production system. Change Requests that fall into this category may, at the approval of the Division Manager be implemented immediately.
Medium Priority	Routine Change Requests are judged less operationally important than Priority 2 or the time frame is not critical for implementation. This priority may be used for important software/hardware/network maintenance issues such as version upgrades, utility software, etc. This priority may be used for development activity or new requirements providing that the activity cannot be accomplished with lower priority. These problems are resolved and implemented in the next scheduled change cycle.
Low Priority	This priority is intended primarily for new requirements and for fixing capabilities that are currently operational but are difficult or awkward to use. It applies also to non-standard implementations, and other assorted situations.

APPENDIX F**Change Management Status Designations**

Aborted	<p>The Originator, Customer, or IRB Member has;</p> <ul style="list-style-type: none"> Reviewed the proposed change, Assessed the change, as appropriate, Estimated that implementation of the change would negatively impact current business operations and security and/or increase risk, Estimated that the proposed change would not resolve the original incident or problem, Estimated that concerns with the proposed solution cannot be resolved and an alternate solution is required, or The original incident or problem does not warrant implementation of a change. <p>Therefore, the proposed change is aborted.</p> <p>The CCA can also abort a Change Request when there is no action or schedule to address the change (the Originator can re-submit the Change Request if and when it is warranted).</p>
Approved-IMP	<p>Each IRB Member has;</p> <ul style="list-style-type: none"> Reviewed the proposed change, Assessed as appropriate, and Estimated that implementation of the change would not negatively impact current business operations and security or increase risk. <p>Therefore, the proposed change is approved for implementation.</p>
Post Review	<p>Each IRB Member has;</p> <ul style="list-style-type: none"> Assessed the implementation of the change, and Estimated that the change has not negatively impacted current business operations and security or increased risk. <p>Therefore, the proposed change is approved for continued assessment for a temporary time frame (no less than 1 week of operation).</p>
Successful	<p>Each IRB Member has;</p> <ul style="list-style-type: none"> Reviewed the proposed change, Assessed as appropriate, Initiation/ revision of applicable documentation and/or configuration files have been completed to reflect the change, Estimated that permanent implementation of the change would not negatively impact current business operations and security or increase risk, and Received customer approval that the change has addressed the reason for the change (signed User Acceptance Form). <p>Therefore, the proposed change is approved for permanent installation.</p>
Unsuccessful	<p>The Originator, Customer, or IRB Member has;</p> <ul style="list-style-type: none"> Reviewed the proposed change, Assessed the change, as appropriate,

	<ul style="list-style-type: none"> Estimated that implementation of the change would negatively impact current business operations and security and/or increase risk, or Estimated that concerns with the proposed solution cannot be resolved and an alternate solution is required. <p>Therefore, the proposed change is unsuccessful</p>
Project	<p>The Originator, or IRB Member has;</p> <ul style="list-style-type: none"> Reviewed the purposed change recognizing that the scope is larger than a single change to a system, or the scope of work to be done will be done over an extended period of time The Originator is responsible for submitting individual Change Management Items to cover the changes and outages of work to be done for a project. Status updates of the individual Change Control Items will be handled normally and once completed the Change Control Project item will be updated to reflect that a phase of the project has been completed.
Needs Updating before Approval	<p>The IRB Member has;</p> <ul style="list-style-type: none"> Reviewed the purposed Change Control Item and found it to be lacking information to proceed with the Change Control Item Additional requests for information will be documented in the comments section of the Change Control Item Once the additional information has been provided, reviewed and approved by the IRB, the status can be changed to Approved
Notification	<p>The Originator, IRB Member, or Change Control Administrator has;</p> <ul style="list-style-type: none"> Submitted an item for notification purposes only (example: Springfield is working on the LEADS connection and there will be an outage that is outside of the control of the Tollway)

Attachment D

Illinois State Toll Highway Authority

Commitment To Diversity Forms

(Commitment to Diversity Vendor Guidance including C2D Vendor Answer Form)

In compliance with the State and Federal Constitutions, the Illinois Human Rights Act, the U.S. Civil Rights Act, and Section 504 of the Federal Rehabilitation Act, the State of Illinois does not discriminate in employment, contracts, or any other activity.

The State of Illinois encourages prospective vendors to consider hiring qualified veterans and Illinois residents discharged from any Illinois adult correctional center, in appropriate circumstances.



**State of Illinois
Commitment to Diversity:
Vendor Guidance
V.24.4**

What is Commitment to Diversity?

Created by a first-of-its-kind legislation, the Commitment to Diversity (C2D) evaluation factor added to the Request for Proposal (RFP) procurement process offers the CPO for General Services and the state the opportunity to further impact Diversity, Equity, and Inclusion (DEI) through state procurement. Utilizing five nationally recognized evaluation criteria, the C2D evaluation, equivalent to 20% of the solicitation's technical score, encourages vendors to increase their investment in Women, Minorities, and Persons with Disabilities (WMD) businesses and organizations. The new evaluation factor creates new and exciting opportunities for offerors to impact their business and local community and help create systemic change.

How to Complete a Commitment to Diversity Form:

- 1. Review Factor Explanations:** Carefully read through the Factor Explanations so that you understand what type of information you will need to provide.
- 2. Review Definitions:** Review the Definitions Page to Understand the terms used in the evaluation questions.
- 3. Read Through:** Before you begin to answer the factors, read through all of the examples provided so that you know what types of documentation will be required to receive full points.
- 4. Complete the Commitment to Diversity Answer Form:** Use the answer form to enter all the requested information. Check the appropriate boxes and add all the information you would like to have considered for evaluation.
- 5. Review Answer Form:** Review each section in the Answer Form ensuring that all evaluation pieces have been responded to in their entirety.
- 6. Attach Any Supporting Documentation:** Once you have completed the Answer Form, you will need to attach any additional documentation you may have related to your responses. Be sure that those documents have been included before the final submission.
- 7. Upload to BidBuy:** Upload all your Commitment to Diversity documents, along with your bid, as a required quote attachment into BidBuy. Label upload as "Commitment to Diversity".
- 8. Save Commitment to Diversity Response:** Did you know that once you complete the answer form, you can submit it for any other offer you choose to pursue with any agency regulated by the CPO-GS Office? Save a copy of your responses and update them as needed.
- 9. Review C2D Scoring:** Take a moment to review the scoring you received on your Commitment to Diversity evaluation. This is a great way to learn what you can do to increase your score in the future.

Category Explanations

I. BEP Goal Compliance: Max Points 5 Have you met the set goal for contracting or subcontracting with businesses owned by women, minorities, or persons with disabilities or completed a Good Faith Effort Waiver for this procurement? **If there is no BEP goal the 5 points will automatically be awarded.**

Example:

- BEP Goal met.
- Good Faith Effort Waiver.
- Self-fulfilling.
- Bid has no BEP Goal.

EX: BEP Goal 20 % Goal Met 20 % Subcontractor(s) ACME Corp

Verification Examples:

- List of vendors and % goal met
- U-Plan
- Bid has no BEP Goal - No Verification Needed
- Copy of Good Faith Effort Waiver

II. Subcontracting / Contracting with any WMDB (not limited to BEP): Max Points 10

Please list any WMD (women, minorities, or persons with disabilities) businesses that your business has contracted/subcontracted within the prior calendar year. **Businesses are not required to be registered with BEP.**

***Subcontracts listed in U-Plan for this procurement do not qualify for this factor.**

Spend: the organization's transactions for the purchase of goods, services, and charitable donations.

Subcontract: A business or a person that undertakes work for a company as part of a larger project.

Contract: a legally binding agreement between two parties regarding the buying and selling of goods or services.

Calendar Year: As used by the State of Illinois, the fiscal year starts in July. However, for our purposes, we refer to and utilize the calendar year, which begins in January, to determine the prior year.

Example:

Contract Purpose	Vendor	Type of Diversity	Address	Phone/Email	Length of Contract	Cost	Percentage from overall spend
Auto Parts	Sanford and Sons	African American owned	1972 Antique, Wyalusing, PA 18853	Lamont.Sandford@gmail.com	5 years	\$1000 a year	.5%
Office Supplies	Dunder Mifflin Paper Company	Woman-owned	1725 Slough Ave, Scranton PA	Michael.Scott@office.com	9 years	\$500 a year	.2%

Verification Examples:

- Receipts
- Contracts
- References

III. DEI Spend: Max 20 Points

Offeror's percentage of business, education, and/or community spend from the prior calendar year's gross revenue that involves businesses owned by women, minorities, and/or persons with disabilities.

The assisted business is not required to be certified in BEP.

Spend: the organization's transactions for the purchase of goods, services, and charitable donations.

Gross Revenue: The amount of money a business brings in from selling goods or services, with no expenses deducted.

Calendar Year: As used by the State of Illinois, the fiscal year starts in July. However, for our purposes, we refer to and utilize the calendar year, which begins in January, to determine the prior year.

Examples of Types of Spend:

- Promoted diverse suppliers in the public or private sectors.
- Purchased diversity/equity training program.
- Provided WMD businesses with equipment/supplies/ materials.
- Provided low-interest loans to WMD businesses.
- Consulted with a DEI auditor.
- Provided/donated to scholarships for WMD.
- Donated to Minority Serving Institutes, Women's Colleges, or persons with disabilities institutes/certification programs.
- Donated to educational programs that supply support to WMD.
- Sponsored school events for diverse/ equity support or education.
- Donated learning materials to organizations that support WMD.
- Donated funds to an organization that primarily supports WMD.
- Financially sponsored an event that supports WMD.
- Partnered with a WMD business to create a DEI-focused community event.
- Promoted a DEI/WMD community event.

Verification Examples:

- Proof of Transaction
- Receipts
- Contracts
- Purchase Description
- Flyer
- References

IV. DEI Time: Max 20 Points

Vendor's hours spent in the prior calendar year on promoting DEI in the workplace, the community, education institutes, or supporting businesses owned by women, minorities, or persons with disabilities. **The assisted business is not required to be certified in BEP.** The success or failure of each event does not impact the points achieved. The event may be voluntary or paid time. Round the total up to the next whole number. Ex: 1 Min. = 1 Hour, 30 Min. = 1 Hour, 1.15 Hours = 2 Hours

Answer Examples:

- Provided financial literacy counseling for WMD businesses.
- Provided grant application assistance for WMD businesses.
- Assisted with compliance with governmental policies and regulations for WMD businesses.
- Ran a training program on Diversity and/or Equity.
- Assisted WMD businesses with obtaining equipment/supplies/ materials/services.
- Hosted DEI Employee forums.
- Created and distributed materials regarding diversity/equity in your industry.
- Represented your industry in diversity panels/classes.
- Offered internship/mentorship opportunities for WMD.
- Volunteered at school events/activities that provided diverse/ equity support education.
- Organized or participated in events that raise funds/collect items to support WMD.
- Earned CEUs in coursework focused on DEI.
- Collected and made available to staff a list of all local community organizations working to support DEI in the community that staff may volunteer at.
- Participated as a board member or leader for an organization that primarily supports WMD.
- Volunteered in support of a community fundraiser or event that supports WMD.
- Volunteered to present/speak about DEI at a community event.
- Participated in job fairs held in the community that target WMD.
- Organized, collected, and delivered items for donation to organizations that support WMD.

Submission Example:

Activity	Date	Hours	Description
Grant Application Assistance	10/11/2022	2 hrs.	Worked with a women-owned business (Grace and Frankie LLC) to help them find available small business grants.
School Panel	8/18/2022	2 hrs.	Represented our career field in Greendale Community College's minorities in business discussion panel.
Fundraiser Participant	4/20/2022	5 hrs.	Had employees volunteer at an event fundraising for The Center for Developmental Disabilities Advocacy and Community Supports.

Verification Examples:

- Time Sheet
- Event Flyer
- References
- Events Emails/Pages

V. DEI Policies: Max Points 10

The vendor has provided a written copy/screenshot of their current written workforce diversity, equity, and inclusion (“DEI”) policy. The policy provided **must be actionable plans**, not overarching concepts around DEI.

Policy with Overarching Concepts: company philosophies, defined culture, and high-level aspirations.

Policy with an Actionable Plan: a framework for achieving objectives and process guidelines.

Examples:

Actionable Plan Example: Green Acres best serves our clients when we foster a diverse, equitable, and inclusive workplace. We have worked to create this environment through several programs and practices, including our Employee Resource Groups. Staff are encouraged to participate in any ERG that they identify with and are given a paid hour once a week to attend those groups.

Overarching Concept Example: Green Acres is committed to workforce diversity, creating equity across our systems, and fostering and advancing a culture of inclusion. Our culture of belonging is about uniting different backgrounds, beliefs, abilities, and experiences in an environment where everyone feels valued and works together to achieve meaningful outcomes.

Verification Examples:

- Screenshot of DEI policies on website
- Attached policies

VI. Diversity in Staffing: Max Points 35

If there is one person in multiple roles, they may be accounted for in all specified roles.

Governing Board: legally responsible for overseeing and running the business Senior Executives: owner, chief executive officer, chief operating officer, chief financial officer, and anyone in charge of a principal business unit or function.

Management: a person who controls or administers all or part of the business.

Supervisors: individuals immediately in line after management who are responsible for monitoring and regulating a staff in their performance of delegated duties.

Staff: any person permanently employed by the business.

To determine the percentage of WMD individuals in any role:

1. Divide the number of WMD staff by the total number of staff in the role.
2. Multiply by 100 to get the percentage.
3. Round up to the next whole percent if necessary. Ex. 0.45%=1%.

For example: if you have 10 board members and 5 are WMD, the calculation would be $(5/10) \times 100 = 50\%$.

Example:

Role	Number of WMD Staff	Percentage of WMD Staff	Types of Diversity	Number of Total Staff in Role
Staff	45	30%	Women, Minorities	150
Governing Board/Executive	3	43%	Minorities, Persons with Disabilities	7
Management/Supervisor	9	36%	Women, Minorities	25

Verification Examples:

- Attached staff list including role and diversity type
- Attached EEO Form

Uploading Verification

For each item listed above, written verification must be provided to receive the points. Those documents must be uploaded with the bid as its own "Required Quote Attachment" labeled as "Commitment to Diversity" along with the Vendor's technical and pricing bids. Documents must be uploaded as either a zip file or PDF Portfolio with each document labeled to identify what it is or supports.

Example: if you gave a presentation at a local school on diversity, your document would be titled: *C2DFlierPresentationSchool.docx*

If you need assistance with uploading your offer or documents, you may view the BidBuy job aid for vendors here: [23-bidbuy-vendor-seller-functional-manual-v1-final.pdf \(illinois.gov\)](#) or you may contact the Help Desk here: [Help Desk Info \(illinois.gov\)](#)

***** IF A VERIFICATION DOCUMENT IS NOT ATTACHED TO YOUR UPLOAD, POINTS WILL NOT BE REWARDED*****

Definitions:

BEP: The Business Enterprise Program (BEP) for businesses owned by minorities, women, and persons with disabilities is committed to fostering an inclusive, equitable, and competitive business environment that will support underrepresented businesses to increase their capacity, grow revenue, and enhance credentials.

Business Spend: Percentage of spend from the offeror's prior calendar year gross revenue that involves businesses owned by women, minorities, or persons with disabilities.

Business Time: Hours spent in the prior calendar year on promoting DEI in the workplace and supporting businesses owned by women, minorities, or persons with disabilities.

Calendar Year: As used by the State of Illinois, the fiscal year starts in July. However, for our purposes, we refer to and utilize the calendar year, which begins in January, to determine the prior year.

Commitment to Diversity: A commitment to intentionally increasing diversity, equity, and inclusion, in business and the community.

Commitment to Diversity Scoring: Utilizing the RFP process, bidding vendor's efforts are evaluated and awarded points based on nationally recognized evaluation criteria: diversity of staff, policies that focus on DEI initiatives, time or monetary support given to WMD businesses and community organizations, and frequency of utilizing WMD businesses as subcontractors.

Community Spend: Percentage of spend from the offeror's prior calendar year gross revenue that involves community organizations or activities that support women, minorities, or persons with disabilities.

Community Time: Hours spent in the prior calendar year on promoting DEI in the community or working with organizations that serve women, minorities, or persons with disabilities.

Contract: a legally binding agreement between two parties regarding the buying and selling of goods or services.

DEI: Diversity, equity, and inclusion is a term used to describe policies and programs that promote the representation and participation of minorities, women, and persons with disabilities.

Educational Spend: Percentage of spend from the offeror's prior calendar year gross revenue that involves education that supports women, minorities, or persons with disabilities and/or DEI initiatives.

Educational Time: Hours spent in the prior calendar year on promoting DEI and supporting women, minorities, or persons with disabilities in education.

Governing Board: Legally responsible for overseeing and running the business.

Gross Revenue: The amount of money a business brings in from selling goods or services, with no expenses deducted.

Management: A person who controls or administers all or part of the business.

Minority: A person who is a citizen or lawful permanent resident of the United States and who is any of the following races or ethnicities: American Indian or Alaska Native (a person having origins in any of the original peoples of North and South America, including Central America, and who maintains tribal affiliation or community attachment); Asian (a person having origins in any of the original peoples of the Far East, Southeast Asia, or the Indian subcontinent, including, but not limited to, Cambodia, China, India, Japan, Korea, Malaysia, Pakistan, the Philippine Islands, Thailand, and Vietnam); Black or African American (a person having origins in any of the black racial groups of Africa); Hispanic or Latino (a person of Cuban, Mexican, Puerto Rican, South or Central American, or other Spanish culture or origin, regardless of race); Native Hawaiian or Other Pacific Islander (a person having origins in any of the original peoples of Hawaii, Guam, Samoa, or other Pacific Islands).

Person with Disabilities: a person with a severe physical or mental disability that results from amputation, arthritis, autism, blindness, burn injury, cancer, cerebral palsy, Crohn's disease, cystic fibrosis, deafness, head injury, heart disease, hemiplegia, respiratory/pulmonary dysfunction, intellectual disability, mental illness, multiple sclerosis, muscular dystrophy, musculoskeletal disorder, neurological disorder including stroke and epilepsy, paraplegia, quadriplegia and other spinal cord conditions, sickle cell anemia, ulcerative colitis, specific learning disabilities, end-stage renal failure disease and substantially limits one or more of the persons major life activities.

Policy: Guidelines developed by an organization to govern its actions. They define the limits within which decisions must be made. Also deals with the acquisition of resources with which organizational goals can be achieved.

Policy with Overarching Concepts: company philosophies, defined culture, and high-level aspirations.

Policy with an Actionable Plan: a framework for achieving objectives and process guidelines.

Senior Executives: means the chief executive officer, chief operating officer, chief financial officer, and anyone in charge of a principal business unit or function.

Spend: the organization's transactions for the purchase of goods, services, and charitable donations.

Staff: Any person permanently employed by the business.

Subcontract: A business or a person that undertakes work for a company as part of a larger project.

Supervisor: individual immediately in line after management who is responsible for monitoring and regulating a staff in their performance of delegated duties.

WMD: women, minorities, or persons with disabilities.

WMD Business: A business in which at least 51% is owned and managed by a woman, minority, or person with a disability, or any combination of the three classes, who is a current United States citizen or permanent resident.

Woman: a person who is a citizen or lawful permanent resident of the United States and who is of the female gender.



COMMITMENT TO DIVERSITY VENDOR ANSWER SHEET

I. BEP Goal Compliance:

Have you met the set goal for contracting or subcontracting with businesses owned by women, minorities, or persons with disabilities or completed a Good Faith Efforts Waiver for this procurement? **If there is no BEP goal the 5 points will automatically be awarded.**

- ☐ BEP Goal Met
- ☐ Good Faith Efforts Waiver
- ☐ Self-fulfilling
- ☐ No BEP Goal on Procurement

Verification:

- ☐ List of vendors and % goal met
- ☐ U-Plan
- ☐ Copy of Good Faith Efforts Waiver

Vendor:

Date:

Bid # -

II. Subcontracting / Contracting with any WMDB (not Limited to BEP)

Outside of Current Solicitation:

Please list any WMD (women, minorities, or persons with disabilities) businesses that your business has contracted / subcontracted within the prior calendar year. Businesses are not required to be registered with the Illinois Business Enterprise Program.

***Subcontracts listed in UPlan for this procurement do not qualify for this factor**

Contract Purpose	Vendor	Type of Diversity	Address	Phone/Email	Length of Contract	Cost	Percentage from overall spend

Verification

- ☐ Attached list, if not identified in the table
- ☐ Attached contracts



COMMITMENT TO DIVERSITY VENDOR ANSWER SHEET

III. DEI Spend

Percentage of business, education and/or community spend from prior calendar year gross revenue that involves businesses owned by women, minorities and/or persons with disabilities. The assisted business is not required to be certified in the Illinois Business Enterprise Program.

Item	Percent	Amount	Description

Verification:

- ☐ Attached list, if not identified in the table
- ☐ Attached receipts
- ☐ Attached loan contracts
- ☐ Attached purchase description
- ☐ Attached fundraiser flyer
- ☐ Attached references
- ☐ Other _____
- ☐ Other _____
- ☐ Other _____



COMMITMENT TO DIVERSITY VENDOR ANSWER SHEET

IV. DEI Time:

Hours spent in the prior calendar year on promoting DEI in the workplace, the community, education institutes, or supporting businesses owned by women, minorities, or persons with disabilities. The assisted business is not required to be certified in the Illinois Business Enterprise Program. The success or failure of each event does not impact the points achieved.

Activity	Date	Hours	Description

- Verification:**
- ☐ Attached list, if not identified in the table
 - ☐ Attached references
 - ☐ Attached event emails/pages
 - ☐ Attached event flyer
 - ☐ Other _____

V. DEI Policies

Vendor has provided a written copy of, or screenshot of, their current written workforce diversity, equity, and inclusion (“DEI”) policy.

- ☐ Yes we have actionable DEI Policies
- ☐ No we do not have actionable DEI Policies

- Verification:**
- ☐ Screenshot of policies on website
 - ☐ Attached policies



COMMITMENT TO DIVERSITY VENDOR ANSWER SHEET

VI. Diversity in Staffing

- % of individuals on governing board and/ or senior executives who identify as women, minorities or person with disabilities.
- % of individuals in management /supervisor positions who identify as women, minorities or person with disabilities.
- % of total staff who identify as women, minorities or person with disabilities.

Round up to next whole percent. Ex: .045%= 1%

Role	Number of WMD Staff	Percentage of WMD Staff	Types of Diversity	Number of Total Staff
Staff				
Governing Board/Executive				
Management/Supervisor				

Verification:

☐ Attached staff list including role and diversity type

This disclosure is signed by an authorized officer or employee on behalf of the submitting Vendor/Offeror. The undersigned certifies and affirms that the statements set forth in this document are true and accurate.

Name of Disclosing Entity: _____

Signature: _____ Date: _____

Printed Name: _____

Title: _____

Phone Number: _____

Email Address: _____



COMMITMENT TO DIVERSITY VENDOR ANSWER SHEET

Verification Checklist

Documents must be uploaded with the bid as its own “Required Quote Attachment” labeled as “Commitment to Diversity” along with the Vendor’s technical and pricing bids. Documents must be uploaded as either a zip file or PDF portfolio with each document labeled to identify what it is or is in support of.

***** IF A VERIFICATION DOCUMENT IS NOT ATTACHED POINTS WILL NOT BE REWARDED *****

Verification	Attached	Page #/section (if available)
List of vendors and % goal met		
U-Plan		
Copy of Good Faith Efforts Waiver		
List of contracts/subcontracts with contract purpose, vendor name, diversity type, address, contact, cost, length, percentage from total spend		
Copy of signed contracts		
List of spend items, amount, percent, and description		
Receipts		
Loan contracts		
Money spent references		
List of activities, dates, hours, and descriptions		
Time spent list		
Time spent references		
Event emails/pages		
Flyers from events/fundraisers		
Screenshot of DEI policies on website		
DEI policies		
Staffing list with roles and diversity types		
Other:		
Other:		

Exhibit A

Illinois State Toll Highway Authority

Pricing Specifications Guideline

Attached in BidBuy

In compliance with the State and Federal Constitutions, the Illinois Human Rights Act, the U.S. Civil Rights Act, and Section 504 of the Federal Rehabilitation Act, the State of Illinois does not discriminate in employment, contracts, or any other activity.

The State of Illinois encourages prospective vendors to consider hiring qualified veterans and Illinois residents discharged from any Illinois adult correctional center, in appropriate circumstances.