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OFFICE OF THE AUDITOR GENERAL  
WILLIAM G. HOLLAND

**MEMORANDUM**

**TO:** Prospective Bidders

**FROM:** Bruce L. Bullard

**DATE:** August 18, 2011

**RE:** Questions Regarding Request for Proposal 11-13 dated July 21, 2011

On July 21, 2011, the Illinois Office of the Auditor General issued Request for Proposals (Professional and Artistic Services) Audit and/or Attestation Services for the following audit: RFP 11-13: Illinois State Toll Highway Authority. The original RFP is available on our website at [www.auditor.illinois.gov/Procurement-Bulletin-2010/Opps-Full-Text.asp](http://www.auditor.illinois.gov/Procurement-Bulletin-2010/Opps-Full-Text.asp).

On August 17<sup>th</sup> the Illinois Office of the Auditor General received the following Questions:

We reviewed the files available for the Illinois State Toll Highway Authority (RFP 11-13) in your office and have the a few questions relative to the engagement, as follows:

1. Please describe the extent to which third party servicers are used in the administration of the Tollway. Assuming there are third party services, have Type II SAS 70 reports typically been available?
2. Does the Tollway contemplate any significant changes in its operations, processes, or IT systems in the next two cycle (the audit periods covered by the RFP)?

OAG answers:

The answers below are being provided based on information currently available to our Office. However, the OAG is not a part of Tollway management. To the extent that your questions request information concerning future actions that may or may not be taken by Tollway management, you should understand those matters are not in the OAG's control. Proposers are responsible for considering all available information,

including the nature and source of that information and the possibility that future conditions may differ from current projections, and submit a proposal designed to assume the risk that future projected information may differ from what is currently projected or expected.

Question #1:

Third Party services are used and Type II SAS 70 Reports have been available to the auditors.

The Illinois State Toll Highway Authority (Authority) utilizes several external service providers to provide services to the Information Technology (IT) Department. The Tollway Authority requested Statement on Auditing Standards (SAS) 70 reports from each of these external service providers. The following is a list of third-party service providers we are aware of.

Service Provider:

1. Unisys - Unisys processes transactions on the Tollway website, such as IPASS transactions, missed tolls, and violations for payment processing.
2. Govolution - Govolution is a subcontractor of Unisys and process transactions such as IPASS transactions, missed tolls, and violations for payment processing.
3. Fifth Third - Fifth Third processes credit card transactions for the Tollway.
4. CCMSI - Claim administration for workers' compensation program.

Not a Service Provider:

5. ETC - ETC developed the IPass system IT infrastructure (principal of which is the RITE system) and transponder software. ETC provides maintenance services under contract with the Tollway. The RITE system controls IPass and Cash toll collections. RITE also maintains the toll violation system. ETC maintains all software on site at the Tollway, all is owned by the Tollway, and the RITE system is operated by Tollway staff, with the assistance of ETC for some technical functionalities. ETC continues to make modifications to the software as requested by the Tollway and also continues to provide training and support. ETC does not initiate, execute or record transactions for the Tollway, and does not process transactions. As such no SAS 70 report is required. The Tollway has developed detailed processes to reconcile information from the RITE system, to other data such as cash collections, etc.

Question 2:

A significant change that has been discussed for some time is a new Financial Reporting System. However, progress on this has been slow. The OAG does not have any information on when a new system might be implemented. The OAG is not aware of any other changes in the operations, processes, or IT system for the period of time running through December 31, 2012.