

**OHIO TURNPIKE COMMISSION**

682 Prospect Street  
Berea, Ohio 44017

**ADDENDUM NO. 1**

**REQUEST FOR PROPOSALS  
FOR INTERNET SERVICE PROVIDER**

**RFP ISSUE DATE: MARCH 11, 2009**

**INQUIRY END DATE: 5:00 P.M., EDT, MARCH 26, 2009**

**PROPOSALS DUE: NO LATER THAN 2:00 P.M., EDT, APRIL 6, 2009**

**ATTENTION OF RESPONDENTS IS DIRECTED TO:**

**PART II**

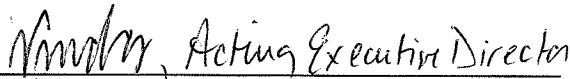
Pages 3, 4 and 5


**PART XII**

Page 25

**ANSWERS TO QUESTIONS RECEIVED THROUGH  
12:00 P.M., MARCH 23, 2009**

Issued by the Ohio Turnpike Commission March 23, 2009. Issuance authorized by L. George Distel, Executive Director, and Kathleen Weiss, Director of Contracts Administration.

  
\_\_\_\_\_  
Noelle Tsevdos, Acting Director      Date  
3/23/08

  
\_\_\_\_\_  
Kathleen Weiss      Date  
3/23/09

**MODIFICATIONS TO THE RFP:**

The following changes are made to the Request for Proposals (“RFP”) for Internet Service Provider. New language is ***bolded and italicized***, and deleted language is ~~struck through~~. **PLEASE REFER TO AND UTILIZE THE ATTACHED RFP REPLACEMENT PAGES.**

PAGE 3, PART II(A): The first sentence of Section A is modified to read as follows:  
“The Commission will require two (2) connections to the Internet at 6Mbps ***each***.”

PAGE 4, PART II(A): The following sentence is added prior to the last sentence in Section A:  
“***Any additional circuits that are required to accomplish an automatic fail over shall be included in the Price Proposal (see PART XII).***”

PAGE 5, PART II(D)(3): Subsection (D)(3) is modified to read as follows:  
“Firewall hardware shall support the concurrent connections with full 6Mbps bandwidth ***at both locations*** with no other traffic on the port; i.e., the firewall hardware and software shall not limit the throughput.”

PAGE 25, PART XII: The RFP, as issued, at page 25 indicates PART ~~XIII~~, and it should be PART ***XII***.

Also, the following additions are made to the Price Proposal Form on Page 25:

“With its Proposal submission, Responding Internet Service Providers must quote pricing, including installation and any recurring costs, for all services in the following format:

- A. Monthly recurring charge for thirty-six (36) month term. \$ \_\_\_\_\_  
***(On a separate sheet attached to this Price Proposal, provide a breakdown of costs attributable to the monthly service fee, including but not limited to: monthly costs associated with providing the 6Mbps circuits, managed firewall, managed router, technical and administrative support, monthly recurring charge for circuits to provide fail over, etc.). These costs must add up to the total monthly recurring charges quoted over the term(s) of the Contract.***
  
- B. One-time start-up costs, if any. \$ \_\_\_\_\_  
***(On a separate sheet attached to this Price Proposal, provide a breakdown of costs attributable to the start-up costs (if any), including but not limited to: hardware costs, installation of 6Mbps circuits, installation of circuits for failover, etc.). These costs must add up to the total one-time start-up costs quoted.***

**ANSWERS TO QUESTIONS RECEIVED THROUGH 12:00 P.M., MARCH 23, 2009:**

**Q#1** Need to ask for more information concerning Toll Plaza 161. Is there a Street address (or at least an address of a nearby location) (I need city and zip code). If

**possible, could you provide an NPA/NXX (telephone number of site) and there is an existing circuit? A circuit ID would also be helpful.**

*A#1 Site information is as follows:*

*Ohio Turnpike Commission Toll Plaza 161  
9455 Pearl Road  
Strongsville, Ohio 44136  
440-234-3139*

*A circuit ID is not available as the Commission does not currently subscribe to T-1 service for this location.*

**Q#2 Could you provide a telephone number that is associated with the Toll Plaza location?**

*A#2 See answer to Question No. 1.*

**Q#3 Define total bandwidth requirement...does the State of Ohio want a total of 12mb guaranteed throughput (6mb in each direction). Or (2) separate 6Mg dedicated internet connections?**

*A#3 This Contract is not with State of Ohio, rather the Ohio Turnpike Commission. The total bandwidth at each of the two locations shall be 6Mbps. The firewall hardware and software shall not restrict or impede the ability to achieve this bandwidth.*

**Q#4 Will this be a dual vendor award? Primary and secondary?**

*A#4 The RFP is written for a single vendor to provide the services.*

**Q#5 Can the state provide a physical address for Toll Plaza? In order for respondent to price a circuit it needs the entire physical address.**

*A#5 See response to Question #1.*

**Q#6 What is the state of Ohio definition of Tier 1 ISP? Respondent owns it's own IP backbone, private peering agreements, 24x7 NOC, customer support center etc...would that qualify Respondent as a Tier 1 provider ?**

*A#6 The Ohio Turnpike Commission uses the description of a Tier-1 ISP as set forth in the IDC whitepaper #201657 sponsored by NTT Communications in May 2006.*

*A partial definition of a Tier-1 ISP follows. A Tier-1 ISP will have access to the entire internet routing table, will own and maintain the operating infrastructure over which traffic is passed, will maintain internet backbone core routers and will peer with other Tier-1 providers. A Tier-1 provider is also characterized as the provider to Tier-2 ISPs.*

Receipt of Addendum No. 1, Request for Proposals for Internet Service Provider, is hereby acknowledged:

\_\_\_\_\_  
(Firm Name)

\_\_\_\_\_  
(Signature)

\_\_\_\_\_  
(Typed Name)

G:\RFPS\ISP RFP Q&A.doc

**OHIO TURNPIKE COMMISSION**

682 Prospect Street

Berea, Ohio 44017

**REQUEST FOR PROPOSALS  
FOR INTERNET SERVICE PROVIDER  
TO THE OHIO TURNPIKE COMMISSION**

**PART I. Background Information**

The Ohio Turnpike Commission (“Commission”) is a body corporate and politic in the State of Ohio, with its principal office located at 682 Prospect Street, Berea, Ohio 44017. The Commission operates the Ohio Turnpike, a toll road otherwise known as the James W. Shocknessy Ohio Turnpike.

The Commission issues this Request for Proposals (“RFP”) to select an Internet Service Provider that will provide the Commission with a dedicated high-speed connection to the Internet Backbone beginning July 1, 2009.

**PART II. Scope of Services**

Currently, the Commission’s Internet access is provided via a T-1 line, with a single connection located at the Commission’s Berea Administration Building. The current service includes a leased and managed router and firewall. The Commission’s existing Domain Name System (“DNS”) includes the following registered domain names: [ohioturnpike.org](http://ohioturnpike.org) and [ohioturnpike.net](http://ohioturnpike.net). Other domain names have been acquired and will be registered to the Commission’s DNS in 2009

To be considered for the Contract that will ensue from this RFP, the following general items will be required, as a minimum.

- A. The Commission will require two (2) connections to the Internet at 6Mbps *each*. The primary connection (to include a primary managed router and primary managed firewall) shall be in the Primary Data Center at the Commission’s Berea Administration building located at 682 Prospect Street, Berea, Ohio 44017. The secondary connection (to include a secondary managed router and secondary managed firewall) shall be located at the Commission’s Back-up Data Center located at Toll Plaza

161 (“TP-161”), which is at the intersection of the Ohio Turnpike and Interstate 71. Both connections shall not be routed through the same Point of Presence (“POP”). The Selected Internet Service Provider shall provide a means whereby a failure of the primary site will fail over to the secondary site. *Any additional circuits that are required to accomplish an automatic fail over shall be included in the Price Proposal (see PART XII).* The Selected Internet Service Provider shall also provide an Intrusion Detection System (“IDS”) to assist with Payment Card Industry (“PCI”) compliance.

**B.** The Internet Service Provider must be a Tier-1 Internet Service Provider. Both connections from the provided routers to the Internet backbone shall be a minimum 6 Mbps throughput (both upload and download) and must provide the following:

1. A minimum 99.9% uptime availability for Internet access.
2. Twenty-four (24) hours, seven (7) days a week, 365/66 days a year of monitoring of network connectivity.
3. Maximum two (2) hour response time for outages and emergency calls.
4. Equipment replacements for on-site service shall be provided within twelve (12) hours.
5. Same day response for non-emergency calls and repairs.
6. The Internet Service Provider shall be reachable twenty-four (24) hours, seven (7) days a week via a toll free telephone number.

**C.** Managed Routers:

1. The routers shall be **managed** by the Selected Internet Service Provider.
2. Responding Internet Service Providers shall **describe** what type of routers will be used.
3. The Selected Internet Service Provider must provide the router.
4. The primary path router will be located in the Commission’s Data Center. The secondary path router will be located at the Commission’s Back-up Data Center located at Toll Plaza 161 (“TP-161”), which is at the intersection of the Ohio Turnpike and Interstate 71.

**D. Managed Firewall:**

1. The firewalls shall be **managed** by the Selected Internet Service Provider.
2. The firewall shall have a minimum configuration of four (4) Ethernet ports, of which two (2) can be defined as DMZ ports.
3. Firewall hardware shall support the concurrent connections with full 6Mbps bandwidth **at both locations** with no other traffic on the port; i.e., the firewall hardware and software shall not limit the throughput.
4. Firewall hardware shall be located in the Commission's Primary Data Center and the TP-161 Back-up Data Center.
5. Responding Internet Service Providers shall **describe** the process and time span to have firewall rule changes performed such as allowing internal subnets access to the Internet and opening/closing ports.
6. Provide a means for the Commission to view all rule sets.

**E. IP-Addresses must meet the following criteria:**

1. A block of twenty-one (21) useable IP addresses must be provided.
2. Provide an address Translation Service.
3. Provide a minimum of two (2) DNS servers.
4. If applicable, provide seamless changeover from the current service provider. Responding Internet Service Providers shall **describe** the process that will be followed to achieve the seamless changeover.

**F. Technical Support:**

1. Technical support shall be provided from within the United States.

**G. Billing:**

1. Billing services must be provided by the Internet Service Provider, not a third party firm.

In addition, Responding Internet Service Providers must also address the following requirements:

**PART XXXVII. Price Proposal**

**TO BE SUBMITTED TO THE COMMISSION IN A SEPARATELY SEALED ENVELOPE MARKED AS THE PRICE PROPOSAL WITH THE RESPONDING FIRM'S NAME ON IT.** Each Responding Internet Service Provider, with its Proposal, must submit a **"Price Proposal."** This sheet is to be used in making the submission.

**RESPONDING INTERNET SERVICE PROVIDERS ARE ADVISED THAT THE COMMISSION SHALL HAVE THE OPTION TO NEGOTIATE THE RATES PROPOSAL SUBMITTED BY THE TOP RANKED FIRM. IF NEGOTIATIONS WITH THAT ENTITY FAIL, THEN THE COMMISSION SHALL HAVE THE OPTION OF NEGOTIATING WITH THE NEXT HIGHEST RANKED RESPONDING INTERNET SERVICE PROVIDER.**

With its Proposal submission, Responding Internet Service Providers must quote pricing, including installation and any recurring costs, for all services in the following format:

- A. Monthly recurring charge for thirty-six (36) month term. \$ \_\_\_\_\_  
*(On a separate sheet attached to this Price Proposal, provide a breakdown of costs attributable to the monthly service fee, including but not limited to: monthly costs associated with providing the 6Mbps circuits, managed firewall, managed router, technical and administrative support, monthly recurring charge for circuits to provide fail over, etc.). These costs must add up to the total monthly recurring charges quoted over the term(s) of the Contract.*
- B. One-time start-up costs, if any. \$ \_\_\_\_\_  
*(On a separate sheet attached to this Price Proposal, provide a breakdown of costs attributable to the start-up costs (if any), including but not limited to: hardware costs, installation of 6Mbps circuits, installation of circuits for failover, etc.). These costs must add up to the total one-time start-up costs quoted.*

**The Price Proposal is to be signed by someone of authority with the Responding Internet Service Provider's firm.**

Authorized Signature:

\_\_\_\_\_  
Company Name

\_\_\_\_\_  
Title

\_\_\_\_\_  
Date