

**OHIO TURNPIKE COMMISSION**

682 Prospect Street  
Berea, Ohio 44017

**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:**

**ANSWERS TO ADDITIONAL QUESTIONS RECEIVED THROUGH  
END OF INQUIRY PERIOD, 5:00 P.M., MARCH 26, 2009**

**ANSWERS TO ADDITIONAL QUESTIONS RECEIVED THROUGH END OF INQUIRY PERIOD, 5:00 P.M., MARCH 26, 2009:**

**Q#7** If a vendor has more than one design or proposal to suggest in their RFP response, is it acceptable to submit a “primary response” and then a secondary configuration that may be at a different price point?

*A#7 The Commission welcomes alternate proposals that may be of value. Clearly, the Commission desires the best solutions. However, for purposes of apples to apples comparisons of proposals, Responding Internet Service Providers should make sure to complete the Pricing Proposal Form as it was modified by Addendum No. 1, and also to indicate whether they can meet all of the Scope of Service requirements listed in PART II. Alternate Proposals (that deviate from the Scope of Service Requirements, the Specifications and/ or the Pricing Method requested) should be clearly marked as Alternate Proposal(s).*

**Q#8** Regarding the Terms and Conditions section of the Internet RFP referred to in Part XI, if the responding internet service provider wishes to negotiate the terms and conditions set forth in Part XI at time of award, will that be grounds for rejection of their submission?

*A#8 If a Responding Internet Service Provider takes exception to any of the Terms and Conditions, as stated in the RFP at PART V, these should be brought to the attention of the Commission prior to Proposal submission, or, at the very least, with Proposal submission in the form of a separate Statement signed and attached to the Proposal. These factors will be taken into consideration in the evaluation of the Proposals. Be advised, as set forth in PART V: “In the absence of such statement, the Proposal shall be accepted as in strict compliance with all terms, conditions and specifications and the Responding Internet Service Provider shall be required to adhere to said terms, conditions and specifications. Additionally, if a Responding Internet Service Provider fails to notify the Commission of a known error in the RFP, and a Contract is entered with that Firm, that Firm shall not be entitled to additional compensation or time by reason of the error or its later correction.” The Commission reserves the right to require the Selected Internet Service Provider to abide by the Terms and Conditions contained in the RFP.*

**Q#9** Can the cost of the performance bond be factored into the pricing?

*A#9 Yes, the cost may be factored into the monthly pricing on a pro-rata basis. Please be sure to indicate the cost of the bond as a break-down cost under any administrative support figures you provide.*

**Q#10 Respondent requests clarification of (PART II) B. 4. maximum response time – verify if response time references IP port or equipment. (p4)**

*A#10 Part II, Section B(4) states: “Equipment replacements for on-site service shall be provided within twelve (12) hours.” This would be equipment such as, but not limited to, the managed router or the managed firewall.*

**Q#11 E. 2. Provide clarification of translation service – is network translation to be provided in firewall, port or router? Is this in relation to NAT (Network Address Translation or PAT Port address translation?) (p5)**

*A#11 The address translation required under PART II, Section E(2) is referring to Network Address Translation (“NAT”) performed by the firewall.*

**Q#12 K. Clarify type of status information required i.e. downtime, outages over 12-month period. Are we talking about FCC reportable outages or some kind of other outages? (p6)**

*A#12 PART II, Section K is requesting a history of both scheduled and non-scheduled outages that affected service.*

**Q#13 Is the Turnpike Commission using its own registered Public IP address space or is it assigned by your present Internet provider?**

*A#13 The Commission is using Public Internet Protocol (IP) addresses assigned by the current ISP. See PART II, Section E(1), which requires the Selected Internet Service Provider to provide a block of twenty-one (21) IP addresses.*

**Q#14 Can the Turnpike Commission provide detail on the 21 IP addresses being requested and how they will be used?**

*A#14 The requested IP addresses are currently used for VPN concentrators, a mail server, a ftp server, a messaging server and a web server. There will be further expansion this year with the addition of web servers needed for the advent of electronic tolling on the Turnpike, otherwise known as E-ZPass®. The institution of electronic tolling will require a new Customer Service Center to process credit card payments and vehicle permitting under the new system. The aforementioned servers require a block of twenty-one (21) IP addresses as set forth in the RFP.*

**Q#15 Section 2 B. Please explain “Maximum two (2) hour response time for outages and emergency calls.”**

*A#15 Response time is not considered repair time. Response time is the maximum time in which the Commission expects the Selected Internet Service Provider to acknowledge the outage or emergency call and to begin to address the situation, keeping in mind the requirement that access to the internet is to be up 99.9% of the time.*

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