



**OHIO TURNPIKE AND
INFRASTRUCTURE COMMISSION**

682 Prospect Street
Berea, Ohio 44017
(440) 234-2081

**REQUEST FOR PROPOSALS FOR A
CUSTOMER SERVICE CENTER SYSTEM**

RFP ISSUE DATE:

July 18, 2018

INQUIRY END DATE:

5:00 p.m. (Eastern) August 17, 2018

EXTENDED OPENING DATE:

2:00 p.m. (Eastern), September 14, 2018

Q&A NO. 6

ATTENTION OF RESPONDENTS IS DIRECTED TO:

**ANSWERS TO ADDITIONAL QUESTIONS RECEIVED AFTER THE END OF THE
INQUIRY PERIOD**

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INQUIRY PERIOD**

Q#326 Tab 1 – Cost Summary Item 3b System Maintenance (Phase 2 Initial Term), Unit – 5 Year Total pulls from Tab 3 – Maintenance which only contemplates Warranty + 3 Years instead of what we believe should be Warranty + 4 Years to equal 5

*A#326 Correct, please see the attached spreadsheet adding an additional maintenance year to Phase 2. **Respondents should use the revised Attachment F when submitting their Price Proposals.***

Q#327 Tab 1 – Cost Summary Item 4 End of Term Transition cell is pulling from 4 - End of Term Transition Cell D10 when it should be pulling from 4 - End of Term Transition cell D11

A#327 Yes, the attached spreadsheet corrects the error in the cell reference.

Q#328 Tab 1 – Cost Summary Item 5b Estimated Pass Through Costs (Phase 2 Initial Term), Unit 5 Year Total does not seem to account for the initial maintenance period for Phase 2 which should be prorated to align with Maintenance of Phase 1 per the RFP, Section 9, Paragraph 3.

A#328 For evaluation purposes only, the Commission will assume that the Phase 2 Warranty Period commences when Phase 1 Warranty Period expires.