OHIO TURNPIKE AND
INFRASTRUCTURE COMMISSION
682 Prospect Street
Berea, Ohio 44017

REQUEST FOR PROPOSALS
TO PROVIDE AND MAINTAIN A
MANAGED PRINT SOLUTION

ADDENDUM NO. 3

Issue Date: **December 31, 2015**

Inquiry Period Concludes *PREVIOUSLY EXTENDED TO*: **5:00 p.m., (Eastern),** *January 22, 2016*

Technical Proposals Due: **5:00 p.m., (Eastern), January 29, 2016**

ATTENTION OF RESPONDENTS IS DIRECTED TO:

ANSWERS TO QUESTIONS RECEIVED THROUGH
END OF INQUIRY PERIOD

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Q#31 Does the Commission currently have / utilize 24/7 telephone or live (on-site) support? If yes, how many hours in the last year were utilized?

A#31 *The Commission does not currently have 24/7 telephone or on-site support. Its current service providers have guaranteed response times during normal business hours. In further supplementing is response to Q#14, the Commission would like information on whether the responding vendors have the capability to provide telephone or remote support 24/7 with a technician dispatched during normal business hours.*

Q#32 How many rolls are on the current Plotters? What sizes do the Plotters currently run? Are there any sizes that they would like to run that they currently cannot?

A#32 *HP has one roll with the capacity to print 42'' but the Commission primarily uses it for 36'' plans, and the Xerox has two rolls, which one is running 24'' wide and another 36'' wide. The Commission does not have a need to print any sizes larger than 36''.*

Q#33 Also would like to know if the printer fleet is currently under an MPS agreement and who is servicing? If they are not is the commission willing to bring up to spec prior to takeover?

A#33 *The Commission's printer fleet is not currently under an MPS agreement. However, see the response to Q#27 in Addendum No. 2 for the current maintenance service providers.*

Q#34 Does Ohio Turnpike operate on a WAN?

A#34 *The Commission operates on an extended LAN.*

Q#35 Is your IT organization centralized at the Technology Building?

A#35 *Yes.*

Q#36 Do you operate in a MAC environment, Windows environment or both?

A#36 *The Commission operates in a Windows environment.*

Q#37 How many print servers do you utilize?

A#37 *The Commission does not utilize any physical print servers.*

Q#38 Does the Commission have any mission critical documents? (i.e Reports, forms, statements, checks)

A#38 The HP LaserJet 4200 labeled "Accounting Check writer" is set up to print accounts payable and a limited number of payroll checks using MICR ink. The Konica Minolta BizHub 501 labeled "Customer service south wall" is used to print all of our E-ZPass customer statements, credit card expiration reminder notices, credit card rejection notices and insufficient account notices. Other standard 8.5'' x 11'' or 11'' x 17'' documents become mission critical if the Commission loses the ability to print for an extended period, which the Commission would expect to avoid through proactive monitoring, alerts and guaranteed response times provided as part of the Managed Print Solution.

Q#39 Will the commission be able to provide a server or servers to house the necessary software for follow-me printing and scanning to on-base?

A#39 The Commission will need to review the vendor's proposed requirements before making that determination.

Q#40 What are the expectations surrounding scanning to on-base? Please describe this process, in a similar manner to how follow-me print that was described.

A#40 The Commission's expectations for scanning to OnBase are still being formulated. As stated in RFP, the Commission is considering whether to supplement multifunction devices provided through the Managed Print Solution with standalone scanners to create electronic images of large volume files to store in Hyland OnBase. The volume, frequency and procedures for creating and storing electronic records from hardcopy files are unknown at this time.

Receipt of Addendum No. 3 to the RFP for
Managed Print Solution is hereby acknowledged:

(Firm Name) _____

(Signature) _____

(Printed Name) _____

(Date) _____