



**OHIO TURNPIKE AND
INFRASTRUCTURE COMMISSION**

ADDENDUM NO. 1
ISSUED FEBRUARY 10, 2025

to

RFP NO. 5-2025
TO PROVIDE NETWORK OPERATIONS CENTER SERVICES

PROPOSAL DUE DATE: 5:00 P.M. (EASTERN TIME) MARCH 10, 2025

ATTENTION OF RESPONDENTS IS DIRECTED TO:

ANSWERS TO QUESTIONS RECEIVED THROUGH 5:00 PM ON FEBRUARY 7, 2025

Issued by the Ohio Turnpike and Infrastructure Commission through Aimee W. Lane, Esq, Director of Contracts Administration.

Aimee W. Lane

Aimee W. Lane, Esq.,
Director of Contracts Administration

February 10, 2025
Date

ANSWERS TO QUESTIONS RECEIVED THROUGH 5:00 P.M. ON FEBRUARY 7, 2025:

Q#1 Would reviewed financials be acceptable if we do not have audited financials? Would the absence of audited financials prevent us from being considered for the RFP or impact our overall score potential?

A#1 The Commission will accept unaudited internal financial statements if it is accompanied by a statement from respondent's chief financial officer or similar representative attesting that the documents are true and accurate copies of respondent's business records.

Q#2 Would all 239 device types listed be under Tier 1-3 support services, or would some be under a Tier 1 notification-only classification?

A#2 Per Appendix A section II, basic monitoring of all devices is in scope for this RFP. Per Appendix A section III, escalated issues (which cannot be resolved by OTIC staff) may be routed to the provider. OTIC seeks a third party to be able to assist with escalated incidents for any of its network equipment, should the need arise.

Q#3 Would you expect NOC and SOC services on the security devices listed in the fiber and ethernet networks?

A#3 At this time, OTIC seeks a third party to provide NOC services for its in scope network equipment, as listed in Appendix A. SOC services are not in scope of this RFP.

Q#4 Would monitoring of light or dark fiber be required or desired in response to NOC monitoring and services?

A#4 OTIC seeks a third party to fully understand its fiber infrastructure, however, only devices in Appendix A are in scope for NOC services. Per Appendix A, the OTIC network footprint will change over time, so proposals should include provisions for price adjustments accordingly. Generally speaking, only 'in production' equipment will be considered in scope for NOC services.

Q#5 What supporting documentation would you have for the engineering topology of the devices within the OTIC network infrastructure?

A#5 Network documentation will be provided to the chosen vendor after a contract is executed. It is expected that the discovery phase will require significant input from the OTIC team; any missing network documentation will be compiled based upon the discovery activities.

Q#6 How many CISCO NCS devices? What model?

A#6 Please refer to Appendix A for a count and listing of current network equipment considered in scope to this RFP. Also, please refer to Q#4.

Q#7 What is the function of these routers?

A#7 A more thorough discussion of the specific functions of each device listed in Appendix A will take place during the onboarding phase of the engagement.

Q#8 How many ports per device?

A#8 Please refer to Appendix A for a count and listing of current network equipment considered in scope to this RFP. Specifications of the equipment listed are available from Cisco directly.

Q#9 Do these devices have vendor support?

A#9 OTIC maintains active vendor support for all Cisco equipment.

Q#10 Does the service provider for services/work need to be based within the US?

A#10 Yes. Pursuant to Ohio Governor Executive Orders 2019-12D and 2022-02D, the Commission is prohibited from expending public funds for services performed outside the United States, locating Commission data outside the United States, or making purchases from Russian institutions or companies. While there is a waiver process through the State of Ohio Department of Administrative Services (a separate entity from the Commission), the Commission cannot guarantee that a waiver will be approved. See Appendix F for more information.

END OF ADDENDUM NO. 1