

Addendum No. 3

RFP # 19-10360-8557

Web Hosting, Support, and Maintenance Services

Prospective Respondents: You are hereby notified of the following information in regard to the referenced RFP:

REVISIONS

1. Replace requirement B.1.14 within section B – Features and Functionality on page 6 of 30 of Appendix G – Requirements Matrix (page 72 of 118) in its entirety with the following:

Transactions must be logged into a local database for reconciliation and reporting purposes. For security purposes, credit card and confidential financial information must not be stored on the system to avoid Commission liability.

The Awarded Proposer is expected to work with CyberSource, the Commission's current PCI DSS compliant processing service/payment gateway provider. The Awarded Proposer shall maintain a record of transactions (without any confidential in data). The processing service may be actually performing the transaction (and have access to sensitive financial data), but the system designed and hosted by the Awarded Proposer should have a record of the transaction.

QUESTIONS AND ANSWERS

Following are the answers to questions submitted in response to the above referenced RFP as of August 19, 2019. All of the questions have been listed verbatim, as received by the Pennsylvania Turnpike Commission.

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1.				What is the current estimated monthly site traffic?	For June, July, and August 2019 the average number of page views was a combined 4,871,030. The average number of sessions for June, July, and August was a combined total of 697,949.	
2.	17	H.1	Transition plan	Based on the structure of the transition plan, are you looking for the new vendor to take over day-to-day management of the current CMS?	No.	
3.	10	I-31	Business Requirements	What % emphasis / weight are you putting on firms based in Pennsylvania?	The Commission does not use a scoring methodology.	
4.	23	IV-1	Current Website	A Google search of your site indicates there are more than 26,000 pages. Does that sound accurate to you?	Per Google Analytics, the current site comprises of approximately 14,000 landing pages and 26000 source pages.	
5.	27	IV-4	Migration	How many pages do you envision needing to be migrated to the new site?	Awarded proposer is to stand up a new look and feel with the available content. Note, the Commission is not looking for a migration. See also response to Question #30.	
6.	27	IV-4	Migration	What percentage of that migration effort do you see being required by the chosen vendor to handle?	The awarded proposer will be responsible for the complete transition of content to the new.	
7.	27	IV-4	Migration	Do you have internal staff who could support a content migration effort?	Internal staff will review in concert with the awarded proposer the content (and the look and feel), which will transition to the new site.	
8.	15	G.B	Information Architecture	Can you elaborate on the internal stakeholders / collaborators who would be involved with Promotion strategy as well as specific materials you envision needing to be created as part of this initial scope of work?	<ol style="list-style-type: none"> Resources from the Commission PR & Marketing and IT departments will be available to review and approve the proposed website development, including the promotion strategy. It will be the awarded proposer's responsibility to propose and provide materials necessary. Deliverables are listed, but not limited to what is outlined in Section IV-4 Tasks and Appendix G. Section A. 	
9.	N/A	N/A	General Bidding	Is an incumbent bidding on this project?	The incumbent is welcome to bid on the contract.	

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10.	5	B-Appendix G	Feature and Functionality	Do you have a preferred platform “accept and process payments through integrated e-commerce functionality”	Yes. Note, Commission payment transactions are not limited to the public-facing website.
11.	5	B-Appendix G	Feature and Functionality	Please describe all existing custom functionality on the current site that is expected to be included in scope for this project, with URLs if possible.	As listed in but not limited to IV-3. Technical Requirements.
12.	7	B-Appendix G	Third party Platforms	Does this list encompass all third-party platforms expected to be integrated with the new site? <ul style="list-style-type: none"> - Online payment application (please describe which one) - SAP - Microsoft Dynamics - ServiceNow - OnBase - Agile Assets - GeoAnalytics (including Esri, Qlik) - Vendor Portal - Waze mobile application - SuccessFactors - Informatica 	This list is not all encompassing and will continue to evolve. The online payment application utilizes the CyberSource Payment Gateway.
13.	7	B-Appendix G	Third party Platforms	Also, can you describe the level of integration for each platform?	No.
14.	5	B-Appendix G	Features and Functionality	For the exporting of data from a database in a “usable form” can you elaborate on who needs this functionality, what type of data they need to be able to export, and the frequency of these exports?	At this point, the Commission cannot elaborate as this is an evolving process.
15.	8	B-Appendix G	Features and Functionality	Please elaborate on the preferred platform for e-newsletter delivery, the expected level of integration with the content management system, and the expected requirements from the chosen vendor from a design and development perspective.	The Commissions envisions the awarded proposer to act as a partner in exploring and defining requirements supporting e-newsletter delivery, the level of integration, and associated development and design.

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16.	8	B-Appendix G	Features and Functionality	How many different e-newsletter types are you anticipating needing for launch?	Between three to five types are needed for launch.
17.	9	B-Appendix G	Event Support	Please elaborate on the desired platform for event registration / member management.	Proposers are expected to recommend event registration/member management solutions. The Commission envisions the awarded proposer to act as a partner in determining best-fit option for implementation.
18.	9	B-Appendix G	Event Support	For the agenda builder requirement, can you elaborate on the number of anticipated users of this feature, and what their anticipated admin level access needs to be within the new site?	The number of users is unknown. End users will not have administrator permissions.
19.	10	B-Appendix G	Staffing support	Is the selected vendor expected to configure / change the look and feel of your presence on the SuccessFactors platform?	No.
20.	24	IV-2	Procurement	For the procurement section, please confirm that the ability to submit bids is not considered in scope for this project.	Confirmed.
21.	14	B-Appendix G	Content Management utilities	For on-site banners please clarify whether the design of banners is considered in-scope for this project. Also, if they are in-scope, please elaborate on the requirements for such banners.	In-scope. The Commissions envisions the awarded proposer to act as a partner in exploring and defining the available features of on-site banners and recommend best fit.
22.	16	B-Appendix G	General Accessibility features	Given the latent security risks found in older browsers, would ensuring the site worked on the last two versions of each of the browsers mentioned be acceptable?	See Appendix G, Requirements Matrix
23.	14	B-Appendix G	Content Management solutions	For video bandwidth requirements, would YouTube or Vimeo be an option?	Yes.
24.	17	B-Appendix G	General Accessibility Features	What are all of the platforms that the selected vendor needs to be able to manage / oversee as part of the handover?	The awarded proposer is responsible for managing the new internet website.

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25.	5	RFP, I-14.	Proposals	Will the Commission consider waiving the hard copy submission requirements in favor of a digital document delivery?	No.
26.	19	RFP, II-3	Cost Submittal	The RFP ask that we provide a cost for 40 hours of development / updating service per months 13-18 and 19-60. Can you confirm that this is meant to be 40 hours across all labor categories that would be needed to perform the work?	40 hours total, including all labor categories, not per each labor category.
27.	25-27	RFP, IV-3	Technical Requirements	Is there a preference for web hosting platform (e.g. Azure, Amazon, Google Cloud, etc.)?	No.
28.	25-27	RFP, IV-3	Technical Requirements	What is the current site platform (e.g., Window server, MSSQL and Sharepoint, etc.)?	Irrelevant as the old site and its infrastructure will be decommissioned once the new site is launched.
29.	25-27	RFP, IV-3	Technical Requirements	Is the ServiceNow ticket system only used for website issues? Do other third parties, such as EZ Pass, also have access, or require use, to this system?	1. No. ServiceNow is not currently used to report website issues; however, it is envisioned as the future solution. 2. No.
30.	25-27	RFP, IV-3	Technical Requirements	What is the scope of current website content to be migrated? Is there anticipated new content to be added? Are there plans for specific sections to be archived?	1. See response to Question #5. 2. The Commission reserves the right to add new content. 3. The Commission reserves the right to archive sections.
31.	25-27	RFP, IV-3	Technical Requirements	What service does the current site use to support the live video stream? Will that remain the preferred service for the new site?	See response to Question #23.
32.	25-27	RFP, IV-3	Technical Requirements	Will social media solely be integrated into the site? Or is the Commission also expecting content creation?	1. Yes. 2. No content creation expected for social media.
33.	25-27	RFP, IV-3	Technical Requirements	How many admin roles are anticipated? How many users will be accessing the back-end administration?	Unknown.
34.	25-27	RFP, IV-3	Technical Requirements	Will the website collect and store PII?	The website will likely collect PII but not store it.
35.	3	Appendix G, A.2.7		"The Awarded Proposer must develop and submit design documentation in accordance with the timeline established in the approved PMP." Can you provide more detail about what kind of template you'd like to see as a part of the Proposal submission?	The Commission does not have a preference for the type of template. See Appendix G, A.2.7: "Sample Template Requested as Part of the Response - Yes."

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36.	5	Appendix G, B.1.5		What are the other applications maintained by the Commission with which the forms of the solution be able merge data?	See response to Question #12.
37.	6	Appendix G, B.1.13		What is the Commission's designated payment processing service?	See response to Question #12.
38.	14	Appendix G, C.3.3		Can the Commission provide some detail on which KPI need to be displayed in the executive dashboards?	Current KPIs are no longer relevant and will be redefined in collaboration with the awarded proposer.
39.				What is the most important problem that you would like to solve with this redesign project?	In support of the Commission's overall business transformation, the new website is to serve as the primary customer interface.
40.				The RFP mentions users including stakeholders and customers. Which groups of website users is this problem affecting?	All users of the site are affected.
41.				How is this problem affecting them?	The current website does not serve as the primary customer interface.
42.				What would a successful outcome look like for you?	See response to Question #39.
43.				Will agencies outside of Pennsylvania be considered? Will scoring be based on location or preference given to local candidates?	1. Yes. 2. See response to Question #3.
44.				For this project do you more highly value a company that has fresh ideas from the outside or someone who has a proven track record in this niche?	Refer to Section III-4 of the RFP, which provides PTC's Evaluation Criteria.
45.				Do you have a list of inspiration sites/sites you like the style of?	No.
46.				The RFP mentions that the new design should reflect the PTC's branding and corporate identity. Are there specific elements on the current site that specifically conflict?	No.
47.				Do you have a rough budget in mind or specific budget constraints for this project?	This information will not be provided.
48.				What are the most frequent tasks that need to be completed on the site by groups of users besides use of the Toll Calculator and the E-Z Pass pages?	See response to Question #39.

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49.				Do you currently have Google analytics or other tacking enabled on the site? Will that data be available as part of the discovery process?	1. Yes. 2. Yes, the data will be made available to the awarded proposer.
50.				What items have been most troublesome to update/change with the current site?	See response to Question #41.
51.				Does PTC have any have any CMS preferences?	No.
52.				What CMS is the current website built upon?	Irrelevant as proposers are expected to recommend best-fit Content Management Systems. The awarded proposer in partnership with the Commission will determine the target CMS for implementation.
53.				To assist in scoping the content migration and strategy, can you provide a rough estimate of the number of pages on the site? Do you know approximately how many documents and images are on the site? Will PTC staff be available to assist with content removal/update decisions? Does PTC request that the vendor migrate the content from the current site?	Refer to responses to Questions #1, 3, 5, and 7.
54.				For testing and development, is there a formal list of devices and browsers PTC needs to support? For browsers, what versions?	Refer to Appendix G, D-Accessibility, D.1.8.
55.				We typically provide a library of video trainings to our clients. Would an in-person training also be helpful? Do you require training in any format to meet your needs?	Refer to Appendix G, H-Support, H.3.
56.				Are there any 3rd party or API integrations on the current site?	Yes.
57.				Will PTC staff need content roles with approval processes before publication?	Yes.
58.				Has the PTC already determined Key Performance Indicators (KPI) prior to issuing the RFP or does this need to be completed as part of discovery?	See response to Question #38.

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59.				How is the website currently handling language implementation for users? Are you seeking a similar approach in the new system or looking for a recommendation? What is/is not working with the current implementation?	<ol style="list-style-type: none"> 1. Google Translate. 2. The Commission welcomes recommendations. 3. Unknown.
60.				For web accessibility, does AA meet the PTC's needs or do you need AAA level compliance?	The Commonwealth of Pennsylvania mandates that all public websites adhere to 508 compliance (Federal Policy) as well as the American with Disabilities Act. Specifically see https://www.oa.pa.gov/Policies/Documents/itp_acc001.pdf
61.				For the project's timeline, is there a target launch date we should aim for?	See RFP Section IV-2. Nature and Scope of the Project, timeline graphic.
62.	1		Calendar of events	Would the PTC be willing to extend the deadline of the Due Date for Proposals?	See Addendum No. 2 posted on our website. https://www.paturndpike.com/Procurement/Bidlist.aspx?RTYPE=O
63.	17	H. 1.	Support	Regarding how the solution will provide support to Commission Staff and External Users, define who the "external users" are. Is this the general public?	Primarily the general public and Commission business partners.
64.	23	IV-1	Background & Objectives	The Toll Calculator page is cited as the most popular page of the website. How will the PTC provide the toll calculator data to awarded proposer so that it can continue to provide this service? Is the proposer expected to program and maintain the toll calculator service?	The Toll Calculator is not in scope for this RFP.
65.	23	IV-1. b.	Background & Objectives-Specific	Is the proposed tool supposed to aid in video creation/editing or just to accommodate to video linking	The proposed tool only needs to accommodate video linking.
66.	24	IV-2.	Nature & Scope of project	2 sites will be delivered: one in May of 2021, and a second one in November 2021 (6 months later). It is understood that the first site will mimic the current site functions and then the new design will relaunch 6 months later, Will the proposer be expected to develop all functions of the current site as is, then redo the development for the new structure?	This is not what is articulated in the RFP. See Section IV-2 Nature and Scope of the Project.

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67.	27	IV-4. 1. A.	Tasks – Transition Tasks – Transition Plan	This section says that the awarded proposer will be expected to develop a Transition Plan, however page 17 states to include a Transition Plan. When is the transition plan required? Is a draft due with the proposal, and the final developed after contract award?	A draft of the Transition Plan is due with the proposal; the awarded proposer will develop a final version upon award.
68.	1	Appendix F	Key Positions	The key person identified for technical lead must have an extraordinary list of proficiencies for one individual. Can this task be filled by one experienced full time IT project manager who will have familiarity with the other sub-specialties listed, and who will have access to a team of experts who can assist and advise?	Yes.
69.	1	Appendix F	Key Positions	Regarding the technical lead position, Can the ITIL certification be obtained after award?	No.
70.		Appendix F	Key Positions	Are the Engagement manager and technical lead required to be onsite at the PTC offices full time?	See Section I-22. Commission Participation.
71.	5	Appendix G, B.1.7	General Features	Does a PTC admin need to be able to create a form through the CMS and be able to link it to the payment processor (all through CMS interaction)?	Yes.
72.	5	Appendix G, B.1.8	General Features	Can you describe the interaction from the Contact US forms to Active Directory? Do you envision the forms just sending email to PTC email accounts, or something else?	See Appendix G, Requirements Matrix, B-Features & Functionality, B.1.8.
73.	5	Appendix G, B.1.8	General Features	For email notifications requested throughout the proposal, is the vendor to provide email services, or will the solution use PTC email servers?	The solution will use the Commission's email solution.
74.	5	Appendix G, B.1.8	General Features	Is the Active Directory integration to be developed as part of the website launch (and included in the costs), or is the PTC asking if this is a capability of the solution, which will be designed and developed after the cashless site is launched?	The Commission is currently using Active Directory; the latter is to be integrated as part of the website launch and included in the costs.

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75.	5	Appendix G, B.1.9	General Features	Regarding progress tracking of inquiries- is this for PTC staff to track progress of the request, or for the public to be able to track the progress of the request?	Both.
76.	5	Appendix G, B.1.12	General Features	Are the integrations all to be developed as part of the website launch (and included in the costs), or is the PTC asking if these are capabilities of the solution, which will be designed and developed after the cashless site is launched?	The integrations are all to be developed as part of the website launch and included in the costs.
77.	6	Appendix G, B.1.14	General Features	Assuming this is for payment processing, does the PTC mean that the awarded proposer is required to procure a credit card processing service on the PTC's behalf to interact with the PTC's bank? Please clarify what the PTC means with this requirement. Is this a different payment processor than the one mentioned in requirement B.1.12?	See response to Question #12 and Addendum No. 3, Revision #1.
78.	6	Appendix G, B.1.14	General Features	These services are based on volume of transactions, and so will the PTC assume charges for the credit card processing?	Yes.
79.	7	Appendix G, B.1.15	General Features	Are the integrations all to be developed as part of the website launch (and included in the costs), or is the PTC asking if these are capabilities of the solution, which will be designed and developed after the cashless site is launched?	See response to Question #76.
80.	7	Appendix G, B.1.17	General Features	The requirement for supporting live video streaming- does this mean a streaming server is required? Or will the awarded proposer link to an existing streaming server provided separately by the PTC?	See response to Question #23.
81.	7	Appendix G, B.1.21	General Features	Regarding encryption of all files. Are you talking about base level encryption on accessing the datastore?	Yes.

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82.	9	Appendix G, B.2	Communications Support	Are the items B2.1 through B2.10 all to be developed as part of the website launch (and included in the costs), or is the PTC asking if these are capabilities of the solution, which will be designed and developed after the cashless site is launched?	Requirements B.2.1-2.10 are all to be developed as part of the website launch and included in the costs.
83.	9	Appendix G, B.3	Event Support	Are the items B3.1 through B3.10 all to be developed as part of the website launch (and included in the costs), or is the PTC asking if these are capabilities of the solution, which will be designed and developed after the cashless site is launched?	Requirements B.3.1-3.10 are all to be developed as part of the website launch and included in the costs.
84.	9	Appendix G, B.3.4	Event Support	The description of a calendar event must be able to accommodate tables and images. As far as video, is this an embedded video, or a link (or thumbnail) to video contained on the streaming server?	Link/thumbnail to video.
85.	10	Appendix G, B.3.10	Event Support	Meeting builder software is very specific. Would the PTC consider procuring meeting software that may output to a website?	See response to Question #17.
86.	10	Appendix G, B.4.1	Staffing Support	What type of integration do you envision with SuccessFactors? Will the awarded proposer just need to link to this program or will the awarded proposer need to re-create a <u>public facing</u> HR Jobs module?	The Commission envisions a link.
87.	10	Appendix G, B.4	Staffing Support	Are the items B4.1 through B4.3 all to be developed as part of the website launch (and included in the costs), or is the PTC asking if these are capabilities of the solution, which will be designed and developed after the cashless site is launched?	Requirements B.4.1-4.3 are all to be developed as part of the website launch and included in the costs.
88.	10	Appendix G, B.4.1	Staffing Support	Regarding the integration with SuccessFactors, Will the awarded proposer need to link to this program or will the awarded proposer need to re-create an <u>administrative</u> module?	See response to Question #86.
89.	11	Appendix G, B.5	Procurement Support	Please confirm that Procurement must be developed as part of the initial launch.	Requirements B.5.1-5.2 are all to be developed as part of the website launch and included in the costs.

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90.	13	Appendix G, C.2.4	Content Management Features	What type of integration will be done with GIS mapping applications?	The Commission expects the awarded proposer to act as a partner in exploring and defining the as of yet unknown level of integration required for GIS mapping.
91.	13	Appendix G, C.2.4	Content Management Features	Is the GIS integration all to be developed as part of the website launch (and included in the costs), or is the PTC asking if this is a capability of the solution, which will be designed and developed after the cashless site is launched? Without understanding the GIS functionality, this is difficult to estimate.	Requirement C.2.4 is all to be developed as part of the website launch and included in the costs.
92.	14	Appendix G, C.3.3 and General Information B 1.22.	Content Maintenance	Is the website supposed to incorporate internal commission/executive dashboards so that the public can see these dashboards, or does this requirement mean that the site should provide information for use in PTC internal dashboards? (i.e. Should the system ingest dashboards to display to the public, or should it provide data to PTC dashboard interfaces?)	Both.
93.	14	Appendix G, C.3.3	Content Maintenance	Is the dashboard integration all to be developed as part of the website launch (and included in the costs), or is the PTC asking if this is a capability of the solution, which will be designed and developed after the cashless site is launched?	Requirement C.3.3 is all to be developed as part of the website launch and included in the costs.
94.	17	Appendix G, D.1.13	General Accessibility Features	This requirement says the solution must include the development of a chatbot. Are commercial chatbot solutions allowed?	Yes.
95.	21	Appendix G, F.1.10	Continuity of Operations	Mobile app is indicated as a possible source. Does this mean that the CMS must have its own mobile app?	No.
96.	21	Appendix G, F.1.10	Continuity of Operations	Is the proposer to provide a mobile app with this solution?	See response to Question #95.

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97.		Appendix H	Service Level Agreements	If the contractor does not violate any SLA, but performs at the earn back levels, will the PTC award the earn back dollars as a bonus on top of the contracted amount? Or is the earn back only applied to any SLA violations?	See Appendix H, Service Level Agreements, Worksheet "Purpose_Instructions," Definitions and Abbreviations, Line 41, Earn Back Potential.
98.	19	2c	Cost proposal	It is stated that the proposer's fee will cover the following costs: "develop inclusion of content and functionality to support the cashless program rollout". Is this stating that the monthly fee must include development of content? Can you say how much content the vendor must develop? Are animations required?	See response to Question #5.
99.		Appendix H	SLA requirements	We understand 24x7 support is required for systems issues or problems impacting the availability of the site. However, is the vendor expected to be available 24x7 for content updates?	The Commission envisions that the new solution allows for content to be updated by the Commission.
100.		Appendix H	SLA requirements	Time to acknowledge requests is very short. Does the PTC have a system (or service now) that will be able to provide a text or pager notification to the vendor?	The Commission employs ServiceNow; in critical and high severity incident situations, the Commission will follow up with a phone call to the awarded proposer.
101.		Appendix H	SLA requirements	Often problems reported are not actual problems (but, user-input error). Will problems be validated before an SLA metric starts?	No. A ticket will be opened in the ITSM tool ticket and the SLA metric calculation will begin. If the vendor determines, based on the root cause analysis, that the fault did not originate with the vendor, the vendor can dispute.
102.		Appendix H	SLA Requirements	We did not notice an exception in the SLA for something outside of the vendor's control (e.g. the cloud provider is offline, Pennsylvania has power failure and PTC can't reach site, hurricane knocks out all communications in a region, etc.) Will exceptions be made for force majeure?	Yes.
103.		Appendix H	SLA Requirements	We did not notice an exception in the SLA for service interruptions or problems that were caused by a PTC user/system. (e.g. a PTC admin uploads a file that corrupts the CMS, a PTC service is unavailable and makes a page un-responsive, etc.).	See response to Question #101.

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104.		Appendix H	SLA Requirements	SLAs for Page response times, would the PTC consider making exceptions for any page which depends on a third party's service (e.g. waze/vendor portal, etc.)	See response to Question #101.
105.			Requirements Matrix	In the confirmation and commitment of yes-std or yes-custom, the answers could be different for the initial site versus the final site. Which site should we use in responding to each requirements – just the final site?	Both sites.
106.	3 of 7	Appendix J 1.1	Equipment installations	This requirement implies there may be need to place equipment on premises at the PTC. To access all the software and accommodate all the interfaces listed in the proposal, does the PTC require any devices be installed on premises, or can the PTC accommodate secure interfaces with cloud systems?	The Commission is looking to procure a Cloud solution.
107.	3 of 7	Appendix J 1.1	Equipment installations	If a special device or devices will be required onsite at the PTC office to accommodate these interfaces with cloud systems, can you please identify what equipment the PTC anticipates needs to be placed on premises to accommodate the interfaces listed in this RFP? (e.g. on-site firewall, etc.)	See response to Question #106.
108.	26	RFP requirements	IV-3. Technical Requirements.	Accessibility and Navigation is of high priority for PTC. Can the vendor expect PTC to provide some UI navigation and journey based insights research and designs or this need to be addressed in the discovery phase ?	Proposers are expected to recommend solutions and approaches to best-practice accessibility and navigation and work in partnership with PTC for final designs.
109.		Appendix F	Live Support	The percentage of support requests answered by a live agent? What are the expected languages supported and the downstream systems used to capture the request ?	<ol style="list-style-type: none"> 1. See Appendix H, Service Level Agreements, SLA #16 for percentage. 2. English. 3. The ITSM tool is used to capture request.
110.	23	RFP	IV-1. Background and Objectives.	There are approximately 3.6 million page views annually. What is the expected page views and growth in the next 2 years and the traffic break up between mobile devices and desktop/laptop? How much is the traffic spike during summer and other peak seasons ?	<ol style="list-style-type: none"> 1. PTC envisions a substantive, yet to be quantified, increase as a result of this effort. 2. Expected page view/growth has not been estimated. 3. Current spike during summer is an approximate 25%.

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111.	23	RFP	IV-1. Background and Objectives.	The two most visited website areas are the Toll Calculator and the E-Z Pass pages. What is the underlying technology that power the first component and the pages section? What are the integrations that are impacting this specific section?	<ol style="list-style-type: none"> 1. Toll Calculator is out of scope. 2. E-Z Pass is and will remain a link to a third-party provider.
112.		RFP	General Content	what is the underlying stack behind components app forms. Example: request a refund in your current apps	Functions such as refund request will be redeveloped by the awarded proper in concert with the PTC.
113.	5	B.1.15	Integrations	Are there any real-time integrations or batch processing between the PA turnpike website and partner systems e.g. Giant for E-Z pass Go pack purchase and pick up	No real-time integration or batch processing.
114.	27		Support	The requirements in this section are related to required technical support, training, and general consulting services. What is the approximate number of people and hours estimated in this track?	Proposers are expected to develop estimates on staffing and level of effort required to provide described services.
115.	3		Agreement	Scope of License and Escrow and standard agreement. Hope the Vendor partners will be allowed to get their legal teams inputs opinion before aligning with the agreement clauses?	Yes.
116.		Appendix G	Requirement Definition	Pennsylvania Turnpike Commission will confirm the SLA from your end to approve confirmations go ahead with the authorities? This will have a direct dependency on milestones	Unclear question. The Commission will approve all SLAs and responses will be tracked via the ITMS tool.
117.	2	Appendix G	Requirements	The solution must have the ability to integrate (pull/push/publish data) with existing third-party applications. Can PTC Provide an existing or to be state integration architecture with call out of each track for a detailed estimation based on complexity?	The detail the Commission can provide has been provided in the RFP.
118.	29	RFP	Testing Plans and Documentation -related Tasks	Can the vendor bring in Automation tools in Visual testing and creation of Test scripts to bring in executional efficiency to the program?	Yes, this is acceptable as long as the test scripts can be exported for ultimate ownership of test scripts by the Commission and, as needed, import into the Commission's ALM Quality Center.

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119.	30	4	Support and Maintenance Tasks	What current Key Performance Indicators (KPI's) is the PA Turnpike tracking	See response to Question #38.
120.	30	4	Support and Maintenance Tasks	Is it the desire of the PA Turnpike to perform tests to improve content consumption and increase conversion	Yes.
121.	31	4	Support and Maintenance Tasks	What is the current monthly ticket volume in ServiceNow and distribution by type	Statistics are not currently collected as ServiceNow is not currently utilized for this function.
122.	25	Appendix F	Live Support	What is the current call center volume by customers and typical FAQs	Live support is intended to support Commission employees & contractors only.
123.	12	C.1	Content Creation	How many potential authors will be creating and editing content on new platform	Limited, likely five authors or less.
124.	12	C.1	Content Creation	What is the current workflow to create and publish a page of content on existing site	The current process is offline and will no longer apply to the new site.
125.	12	C	Content Management	What is the current staff level at PA Turnpike (roles, responsibilities, physical location)	This information will not be provided. The work will be performed at the Commission's main campus: 700 S. Eisenhower Blvd., Middletown, PA 17057.
126.	7	B.1.18	Features and Functionality	Is there any existing service being used for live video streaming or live data feeds.....	See response to Question #23. The same applies to live data feeds.
127.	5	B.1.15	Features and Functionality	Does the existing site already integrates with SuccessFactors and ServiceNow and that there is already an integration kit available that we can reuse for this project	No.
128.	5	B.1.1	Features and Functionality	What types of features would you like to see in forms that are currently not available	Proposers are expected to recommend form features. Upon award, the awarded proposer will partner with the Commission to select best-fit features for implementation.
129.	C.2	C-.2.4	Content Management Features	What type of GIS application are you using for the mapping function?	Current Internet site supports very limited GIS.

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130.	B.1	B.1.1.4	General Features [in Appx G Req Matrix]	What type of PCI compliant transactions are processed by the current site? Is there a e-commerce or payment function?	<ol style="list-style-type: none"> 1. See: https://www.paturndpike.com/business/payment.aspx 2. Yes.
131.	B.1	B.1.1.5	General Features [in Appx G Req Matrix]	We need detailed information on the exact data that is getting transferred between the website and the third party application listed in this section? Are these integration currently setup to use Informatica?	<ol style="list-style-type: none"> 1. Available information has been provided in the RFP. 2. No.
132.	B.2	B.2.1	Communications Support [in Appx G Req Matrix]	Where should the data collected on these forms be sent?	Awarded proposer-maintained database.
133.	B.2	B.2.4	Communications Support [in Appx G Req Matrix]	Does the current site uses an email platform to send the emails or should we propose one as part of the scope?	See response to Question #73.
134.	B.2	B.2.10	Communications Support [in Appx G Req Matrix]	Please let us know if you need a custom comment monitoring system or a third party system like Facebook comments or Disqus would be sufficient?	Proposers are expected to propose solutions and work in partnership with the Commission to identify best-fit solution for implementation.
135.	B.3	B.3.9	Event Support [in Appx G Req Matrix]	Is the PTC meeting process and events password protected or is it available for public users?	Currently does not exist.
136.	B.3	B.3.10	Event Support [in Appx G Req Matrix]	How are you managing this process now? Do you use a third party system to manage your events using a agenda builder?	See response to Question #135.
137.	B.6	B.6.1	Directories [in Appx G Req Matrix]	Where is the data for this section comes form? Is the data managed in Active Directory or LDAP and should the website pull this data? Is this a fully CMS managed content?	<ol style="list-style-type: none"> 1. SAP Enterprise Central Component (ECC), Active Directory, and MS Dynamics Card Management application. 2. See response #1 above. 3. Not currently.

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138.	C.1	C.1.5	Content Creation [in Appx G Req Matrix]	Please describe at a high level the desired workflow? Should the CMS support a workflow builder as part of the solution?	<ol style="list-style-type: none"> Proposers are expected to propose workflow solutions and work in partnership with the Commission to identify the best-fit solution for implementation. Yes.
139.	C.1	C.1.11	Content Creation [in Appx G Req Matrix]	Are you expecting a inbuilt spelling and grammar correcting solution or can we propose an integration with 3 rd party service like Grammarly?	Proposers are expected to propose solutions and work in partnership with the Commission to identify the best-fit solution for implementation.
140.	C.4	C.4.7	Content Management Utilities [in Appx G Req Matrix]	Is the current site host the video? Is third party video platforms like YouTube or Vimeo or Brightcove an option? Please point to the video content that you are referencing in this section.	See response to Question #23.
141.	D1	D.1.2	General Accessibility Features [in Appx G Req Matrix]	We are expecting to support WCAG 2.1 Level AA standards. Please confirm.	See response to Question #60.
142.	F.1	F.1.2	Continuity of Operations [in Appx G Req Matrix]	Typically we store 30 days worth of site and database backup. Is that sufficient?	The Commission will provide its record retention policies upon award.
143.	F.1	F.1.6	Continuity of Operations[in Appx G Req Matrix]	We are planning to propose a cloud based solution – is that a viable option?	Yes.
144.			General	Can you elaborate on your vendor selection / decision making criteria and process?	See RFP Part III Criteria for Selection.

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145.	n/a		General	Can you let us know how many vendors you anticipate to bid in the RFP process	No.
146.	n/a		General	Do you have a current web provider and will they participate in the RFP process?	See response to Question #9.
147.	1	Calendar of Events	General	What is your timeframe for (a) vendor selection, (b) project commencement, and (c) new site launch? June 30,2020 is the expected noticed to proceed. Is there a timeframe for anticipated site launch? How long do you anticipate the site to take to build?	1. See response to Question #61. 2. Proposers are expected to develop an implementation timeline that supports the target launch dates.
148.	n/a		General	Is there a preference to work with an in-state provider?	No.
149.	n/a		General	Do you need copywriting services for the project or will you provide all content? If copywriting services are needed, can you provide an estimate for the amount of content needed for the website? How many pages do you expect to need to be created? Are there any new sections that you do not have currently and anticipate to be a part of the project?	No.
150.	n/a		General	What are the current pain points with the existing website and what are the biggest areas that the existing website does not serve.	See response to Question #39.
151.	n/a		General	Can you please list your target user audience segments and what you see as their primary site goals? Do you have any existing user research data or site traffic info that you can share?	1. See response to Question #39. 2. See response to Question #63. 3. Site traffic data will be shared with the awarded proposer.
152.	n/a		General	Can you provide us with any current style guide documentation that would give us insights into the governance of the style – brand parameters for the new design?	The Commission style guide will be shared with the awarded proposer; note, style guide updates, in partnership with the Commission, are anticipated as in scope for this effort.

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153.	n/a		General	Can you provide us with any other websites that you have looked at and admired which might serve as a model for the new site (both industry and non-industry related)? Are there any “pain points” in any of those site that you can point out which must be resolved in your new site approach?	<ol style="list-style-type: none"> 1. See response to Question #45. 2. See response to Question #39.
154.	n/a		General	Are there any design preferences or process workflows that you would like us to consider as requirements?	No.
155.	n/a		General	Will the selected vendor be charged (a) selecting stock photography, or (b) will you be providing all photography that is to be incorporated into the new website?	The Commission will provide all photography.
156.	n/a		General	What is the expected budget range for this project?	This information will not be provided.
157.				What are the top three pain points the Commission would like resolved in the build of the new website?	See response to question #39.
158.	7	App. G – B.1.17	General Features	The RFP states the solution should be able to support live video streaming. Does the Commission approve of a third-party CDN (content delivery network) as means to distribute content?	Yes. See also response to Question #186.
159.				Who is responsible for writing new website content? Is there staff who will write new content for the website? If the Contractor is responsible, is there a subject matter expert we can work with?	<ol style="list-style-type: none"> 1. The Commission. 2. Yes. 3. On rare occasions, the awarded proposer is expected to generate content. A Commission point of contact will be made available.
160.				Will the “Ramp up for Summer Travel” website (https://www.paturndpike.com/summerFun) remain a standalone entity or should that be include within the scope of work for this project?	This site is in-scope.

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161.				Will the "GoOrangePA" website (https://www.idriveorange.com) remain a standalone entity or should that be include within the scope of work for this project?	This site is in-scope.
162.	19	II-3	Cost Submittal	Will the "Cashless Tolling" website (https://www.nocashzone.com/) remain a standalone entity or should that be include within the scope of work for this project?	This site is in-scope.
163.				Will the "Quality Improvement" website (https://www.paturndpike.com/elearning/) remain a standalone entity or should that be include within the scope of work for this project?	This site is in-scope.
164.				Outside of the microsities listed above, are there any other microsities or websites run by the Commission that need to be included within the scope of work for this project?	Additional, but not an exhaustive list of, microsities are operationorangesqueeze.com, paturndpiketollbyplate.com, and pennstart.org.
165.	13	App G – C 2.4	Content Management Features	<p>Design & Construction Question</p> <p>How is the Design & Construction Map (https://www.paturndpike.com/travel/major_design_const_ruction_projects.aspx) currently managed? Is there a desire to change or improve functionality within the scope of this project?</p> <p>What is the intended scope of work for the related construction project microsities (e.g. - https://www.patpconstruction.com/mp12to14/ and https://www.patpconstruction.com/mp49to53/)</p>	<ol style="list-style-type: none"> 1. Managed by PTC. 2. Yes. 3. The scope for the construction project microsite remains the same as it is today.

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166.	2	I-4	Problem Statement	<p>Can the Commission provide a list of all the web-based applications, data feed and interfaces referred under I.4? Specifically:</p> <ul style="list-style-type: none"> - Traffic Cameras - E-ZPass (specifically how much is managed by an outside provider and not controlled by the Commission - https://www.ezpass.csc.paturnpike.com) - Preferred Traveler (including any outside email delivery platforms used to distribute email alerts, if any) - Any other system that may have been omitted from this list 	The list is continuously updated. The RFP contains a representative sample list.
167.	5	App G – B 1.7, B 1.12, B 1.13, B 1.14	General Features	<p>Can you outline in more detail the eCommerce/payment functionality that is included in the scope of the RFP (https://pay.www.paturnpike.com/PaymentProcessing/)?</p> <ul style="list-style-type: none"> - What payment gateway is currently being used on the website? - Is there any integrations with outside systems to connect payment with invoice? 	<ol style="list-style-type: none"> 1. See response to Question #12. 2. See response to Question #12. 3. Yes.
168.				<p>What is contained within the PTC Trucking Members Login? Is this considered within the scope of this RFP?</p>	<ol style="list-style-type: none"> 1. Truckers apply for over-dimensional vehicle permits. While the site and login functionality are in scope, the permitting application is not. 2. Yes.
169.				<p>Can you clarify how you intend the Contract/Purchase Order Search to function (https://www.paturnpike.com/RTK/search.aspx)? Does this need to be integrated with the RFP and Professional Service Procurement data?</p>	<ol style="list-style-type: none"> 1. See response to Question #20. 2. Yes.
170.				<p>How is vendor data (https://www.paturnpike.com/Procurement/Purchasing/BiddersApp.aspx) stored within the Commission database? Is this integrated with system outside the website?</p>	See response to Question #20.

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171.				Is the "Toll Appeals" system (https://appeals.www.paturnpike.com/cop) included in the scope of this RFP?	Yes.
172.				Please confirm that employment will be maintained within the existing system (https://ptchr.ilchost.com/JobListing.aspx?CR=1)	See response to Question #19.
173.	19	II-3	Cost Submittal	For the Cashless Tolling Campaign in 2021, what functionality and content is expected to be needed beyond the current cashless site, https://www.nocashzone.com/?	Future functionality and content will be jointly developed as a component of this effort.
174.				Can the Commission share their overall budget for the five-year contract, or share what they spent in the last 5 years?	See response to Question #47.
175.	1		Calendar of Events	If the contract starts June 2020, when does the Commission expect the new website to go live?	See response to Question #61.
176.	1		Calendar of Events	If the contract starts June 2020, is there any planning, strategy, or other work that is expected to be complete prior to that date?	No.
177.				What mandatory onsite presence is required, specifically number of staff and hours per month)?	See response to Question #70.
178.	10	I-30	Insurance	Can any of the insurance requirements be waived for Diverse Business consultants who do not have employees such as Workers Compensation and Professional Liability?	Professional and Cyber liability insurance are required of all Proposers. Workers' Compensation insurance is required unless the Proposer is excluded from the provisions of Pennsylvania's Workers' Compensation Act.
179.	17	App G. – D 1.8	General Accessibility Features	If a browser version is no longer supported by the original developer, or if the browser version is automatically updated (such as Chrome and Firefox), does the vendor still need ensure the solution?	See response to Question #54.

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180.	RFP8557_Web_Hosting_Support_Maintenance_Services_2019-07-29.pdf, Page 12	PART I General Information For Proposers	I-29. Intellectual Property	Please specify the tool to be used for security scan and if the security scan tool is for static scanning or dynamic scanning. Also, please specify which security guidelines need to be followed.	Security scanning is a managed service the incumbent vendor currently provides. See Appendix J Commission Security Standards and Requirements.
181.	RFP8557_Web_Hosting_Support_Maintenance_Services_2019-07-29.pdf, Page 17	Part II – General	Contact Us data	Please specify if the Commission is using any CRM for storing the Contact us form data (logged in user data) and other user data.	The Commission currently does not use a CRM system to store the “Contact Us” data. An implementation of MS Dynamics CRM is currently underway.

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182.	RFP8557_Web_Hosting_Support_Maintenance_Services_2019-07-29.pdf, Page 18	Part II – Specific	Content Management System	Please elaborate on the technology stack of the current website. Is there any preferred CMS tool, the Commission would like the vendor to use for the new website?	<ol style="list-style-type: none"> 1. Infrastructure is a managed service the incumbent vendor provides. 2. See answer to Question #51.
183.	RFP8557_Web_Hosting_Support_Maintenance_Services_2019-07-29.pdf, Page 18	Part II – Specific	Accessibility	Since there are different standards available for accessibility, what level of WCAG guidelines are to be followed? For instance, the required levels could be A, AA, AAA, etc.	See response to Question #60.

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184.	RFP85 57_We b_Host ing _Supp ort_M ainten ance Service s 2019- 07- 29.pdf, Page 25	Part IV - Work Stateme nt	IV-1. Background and Objectives	In order to better design the website, please provide the below information: <ul style="list-style-type: none"> a) How many concurrent users will access the website? b) What is the year on year growth of the website's concurrent users? What is the maximum user base we can estimate for the foreseeable future?	See response to Question #110.
185.	RFP85 57_We b_Host ing _Supp ort_M ainten ance Service s 2019- 07- 29.pdf, Page 25	Part IV - Work Stateme nt	IV-1. Background and Objectives	We understand the site needs to be designed as responsive. As it is mentioned that the users will be using the site on different devices including tablets and mobile phones, please specify if there are any plans to build mobile applications now or in future?	The Commission reserves the right to develop mobile applications in the future.
186.	Appen dix G- Tab B	B.1.17	Live Video Streaming	Please specify if the Commission has any current partnership related to Live Video Streaming.	The Commission has a partnership with Vimeo at this point.

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187.	Appendix G-Tab B	B.1.21	Encryption related	Please elaborate the below statement. "The solution must encrypt all files types in a list or document library."	See response to Question #81.
188.	Appendix G-Tab B	B.1.15	Third party integration related	The section talks about integration some applications, can we get a brief information around these applications? We assume that few integrations like payment, MS dynamics will be API based, few will be direct links to new portal while few integrations will require an Informatica process for data sharing. A brief information about the applications will help.	The Commission cannot provide a comprehensive list of all applications requiring integrations at this time.
189.	Appendix G-Tab D	D.1.11	Language support	We understand that the current site has an integrated Google translator plugin. Our assumption is that the same integration will be used for new site also, and the Commission is not looking for any CMS level content translation (translated text on images, videos). Please confirm.	Confirmed.
190.	Appendix G-Tab D	D.1.13	Chatbot	Please elaborate on the expected features of the chatbot? A chatbot can be a simple one which can provide an interactive content search mechanism by providing the links to related articles / other content sections based on the user's queries OR it can be as advanced as a virtual assistant updating the users about real time traffic or weather conditions via voice based commands.	Proposers are expected to recommend best-fit chatbot solutions. The awarded proposer in partnership with the Commission will determine the chatbot type(s) to be implemented.
191.	NA	NA	General queries regarding Maintenance support	We understand that L2 and L3 support would be required from Application Support perspective and Helpdesk, L2, L3 support services required with respect to cloud hosting platform. Please confirm.	Confirmed.
192.	NA	NA	General queries regarding Maintenance support	Please specify the support days and hours for Cloud Operation support and application support? <ul style="list-style-type: none"> • 24x7 • 24x5 • 8x5 	24x7 for cloud support. Application support – see response to Question #99 and Appendix H, Service Level Agreements, SLA #16.

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193.	NA	NA	General queries regarding Maintenance support	Please clarify if the Commission has any preferred infra and security monitoring tool? Is the vendor required to setup monitoring? Is the license already precured by the Commission?	Proposers are expected to recommend best-fit infrastructure and security monitoring tools. Proposers are responsible for setup and licensing of proposed tools.
194.	NA	NA	General queries regarding Maintenance support	Please share the tentative volume of request/tickets from application support perspective?	See response to Question #121.
195.	NA	NA	General queries regarding Maintenance support	Please clarify if there would there be any kind of third-party software admin activity under the scope of support engagement. For instance, third party identity and access management tools. If yes, please provide details for the same.	Awarded vendor is expected to provide functionality. If functionality is achieved via 3 rd party software this is a choice of the awarded vendor. The specific example, identity and access control, is a Commission responsibility.
196.	NA	NA	General queries regarding Maintenance support	Please clarify if a dedicated Application and Cloud support and maintenance team is required, or a shared team delivery model would work for you.	A shared delivery model is acceptable.
197.	NA	NA	General queries regarding Delivery	Please clarify if the Commission is open for part of the development work & maintenance support on the contract being performed outside the United States, if we can demonstrate significant benefits such as cost advantage, accelerated deliverables and/or other benefits?	See Addendum No. 1 posted on website. https://www.paturndpike.com/Procurement/Bidlist.aspx?RTYPE=O
198.	27	SOW	"The transition from the current vendor to the Awarded Proposer will occur over a period of two calendar months."	We assume the transition will be for the new site; we will first design and develop the site and transition the support for the new site. Please clarify if you expect the proposers to plan to transition at the beginning of the project (taking over the support at the beginning would mean we would run the old site for a while)	The awarded proposer will not operate the old site. See responses to Questions 5, 6, 7 & 8.

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199.	23	IV-1	IV-1 Work Statement - Background and Objectives	The requirements matrix states that the web site must be in "compliance with Web Content Accessibility (WCAG) 2.0 standards" but it doesn't say which level of compliance is required. Is level A satisfactory?	See response to Question #60.
200.	23	IV-1	Requirement B.2 - Communications Support	Does the Commission have a preferred CRM or Campaign Management tool for managing customer contact lists and sending emails?	The Commission has an existing MS Dynamics CRM.
201.	2	Appendix G Tab C	Requirement C.2.4 - Content Management Features	Which GIS mapping applications does PTC use?	Esri™ ArcGIS Suite.
202.		General	Localization and Internationalization	It is assumed that this site is specific to the United States and that the English language must be supported. What other languages need to be supported?	Google Translate suffices (is in use today).
203.		D-1	Requirement D.1 - General Accessibility Features	Does PTC have a solution for searching that they want us to use? (It is understood that requirement E.1.4 states that "Search capability must be contained internally".)	No.
204.		D-1	Requirement D.1 - General Accessibility Features	Is the site expected to work if the user disables JavaScript?	Yes.
205.		General	Based on requirements for Transactions and current website functionality	License plate validation, Notice Numbers, Invoice numbers validations are validated to which system? Where are all these service endpoints (Integration layer to which systems)? Would you have the list of existing service endpoints that we will need to leverage for the transactional solution?	The systems, which perform these functions, are owned by a 3 rd party vendor and are not in scope for this RFP.

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206.	2	Appendix G Tab B	Appendix G - B1.12 and B1.14	Where are transactions stored today?	Addressed in Appendix G, Requirements Matrix, B-Features & Functionality, B1.14.
207.	2	Appendix G Tab B	Appendix G - B1.13	What solution is being used by the customer service center for transaction management/refunds/volume management? (ServiceNow and SAP?)	A custom-built system which will be sunset prior to go-live of the new Commission Internet site. It currently integrates with SAP.
208.	23	IV-1	Part IV-1. Background	Just to confirm, should we be planning to rewrite www.ezpass.csc.paturnpike.com websites? The domain name is not explicitly stated.	No.
209.		General	Based on requirements for Transactions and current website functionality	Payments uses the existing and approved system, are supported payments limited to Credit cards? Gift certificates are generated and managed by what system?	The Commission currently accepts cash and credit cards, ACH, checks. E-ZPass payments are out of scope.
210.		General	Based on requirements for Transactions and current website functionality	Activation of transponders are managed by backend systems?	Yes, out of scope as transponders are managed by a third-party system.
211.		General	Based on requirements for Transactions and current website functionality	Are we expected to unify and simplify the purchase workflows?	No.
212.	2	Appendix G Tab B	Appendix G - B1.12 and B1.14	Is there an existing or selected eCommerce platform which the CMS should integrate with?	See responses to Questions #10 & #12.

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213.	1	Appendix G Tab I	Appendix G - I.2	Would it be expected to migrate existing orders and transactions to the new solution? Or are they already in a secure backend systems?	1. No. 2. Yes.
214.		General	General Questions	Are all assigned resources required to work in Pennsylvania or US? Can we staff offshore teams?	See Addendum No. 1 posted on website. https://www.paturndpike.com/Procurement/Bidlist.aspx?RTYPE=O
215.	1		Calendar of Events	Would the Commission consider a time extension of two weeks for the response?	See Addendum No. 2 posted on the website https://www.paturndpike.com/Procurement/Bidlist.aspx?RTYPE=O
216.	2	I-4	General Information	Who is the incumbent?	See footer at https://www.paturndpike.com/ .
217.	10	I-31	DBE Requirements	What is the DBE goal? Is there an pre-approved list of DBEs?	There is no minimum participation level for DBs established for this contract. See RFP Section II-2. The Commission does not maintain a list of qualified DB firms.
218.		Appendix D	Insurance Requirements	Do we need to carry network intrusion and liability insurance because there's no instance of PHI?	Yes.
219.		Appendix G	Hosting Requirements	Does the PTC have a preferred hosting environment or does it have to be under the government cloud for security?	1. No. 2. No.
220.	16	F	Infrastructure	How many pages does the current web site support?	See response to Question #4.
221.	16	F	Infrastructure	How many unique users does the site accept daily?	See response to Question #110.
222.	16	F	Infrastructure	How scalable is the current site? What is the MAX user capacity it could support?	Irrelevant as the current site will be sunset upon deployment of the new site.
223.	16	F	Infrastructure	Where is the site hosted (datacenter / cloud)?	Current site hosting is a managed service the incumbent vendor provides.
224.	16	F	Infrastructure	If datacenter, please provide all hardware configuration (make, model).	See response to responses to Questions #28 & #223.
225.	16	F	Infrastructure	If datacenter, what is the speed and redundancy of the internet connectivity?	See response to responses to Questions #28 & #223.
226.	16	F	Infrastructure	If datacenter, what is the OS / Web / Application / DB / other software versioning?	See response to responses to Questions #28 & #223.

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227.	16	F	Infrastructure	If datacenter, please provide a physical and logical network diagram of all devices.	See response to responses to Questions #28 & #223.
228.	16	F	Infrastructure	If cloud, which hosting company?	See response to responses to Questions #28 & #223.
229.	16	F	Infrastructure	If cloud, what is the virtual configuration of all VMs?	See response to responses to Questions #28 & #223.
230.	16	F	Infrastructure	If cloud, what is the OS / Web / Application / DB / other software versioning?	See response to responses to Questions #28 & #223.
231.	27	h	Support	Is there a license management process in place?	Yes.
232.	27	h	Support	Who approves software licenses?	That depends on the license.
233.	27	h	Support	Are there alerts being sent when a software is installed?	No.
234.	27	h	Support	How often license audit is being conducted?	That information will be shared with awarded proposer upon award.
235.	27	h	Support	Is there patch strategy in place? If yes, what patch management tools are being used?	Patching is a managed service the incumbent vendor provides.
236.	27	h	Support	Are there maintenance windows for upgrades?	Yes.
237.	27	h	Support	What is the acceptable downtime for each system?	See Appendix H, Service Level Agreements.
238.	16	F	Infrastructure	How many logical environments currently exist and what are they? (DEV, QA, UAT, STAGING, PROD, etc.)	Current systems are available in three environments 1. Development, where programming/development is done – local to incumbent vendor and Commission IP space, when needed. 2. Preview, where Commission can preview code/features that have been promoted from the development environment. 3. Production, where the system is made available to the public, or to the group/department/stakeholders specified.
239.	28	2	Project Management	Is there a Strategic, Corporate, Portfolio PMO or department & project specific PMO?	Yes.
240.	27	h	Support	Are there standard templates and forms for project creation, supporting business case artifacts, etc..?	Some.

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241.	27	h	Support	which tools used to maintain project pipeline and project progress?	ServiceNow, MS Project, and MS Excel and others.
242.	16	F	Infrastructure	Are there any Cloud applications? If yes, what type of Cloud applications?	Yes. The exact list of cloud applications is frequently updated with a general trend to move applications to the cloud.
243.	16	F	Infrastructure	Do the Cloud applications interact with on premise applications? If yes, what is the interaction frequency?	Yes. Interaction frequency depends on application, ranging from near real-time to daily to longer.
244.	16	F	Infrastructure	What users/business areas are using the Cloud?	The general public; Commission business partners; Commission personnel.
245.	27	h	Support	Who maintains the application, database, and OS in the Cloud today?	Regarding the current web site this is a managed service the incumbent vendor provides.
246.	16	F	Infrastructure	Is there any PCI or PII data on premise and Cloud?	Yes.
247.	16	F	Infrastructure	What controls are being used to secure PCI data?	This information will be shared with the awarded proposer.
248.	16	F	Infrastructure	What controls are being used to secure PII data?	See response to Question #246.
249.	16	F	Infrastructure	Do non prod systems hold PCI or PII data?	No.
250.	16	F	Infrastructure	Are there any data scrambling being used?	See RFP Appendix G, B.1.21 and response to question #81.
251.	16	F	Infrastructure	Is the data being encrypted in non-prod and prod?	Only as required in non-prod.
252.	16	F	Infrastructure	Is there a business continuity plan and/or disaster recovery site?	Yes.
253.	16	F	Infrastructure	If so, please provide documentation.	This information will be shared with the awarded proposer.
254.	27	h	Support	Is there a 24/7 monitoring solution in place?	Yes.
255.	27	h	Support	If so, please provide documentation.	Current monitoring is not relevant to future monitoring which the awarded proposer is required to provide.
256.	16	F	Infrastructure	Is there DDoS mitigation? If so, what?	Yes. Current DDOS mitigation is not relevant to future DDOS mitigation which is a requirement of the awarded propose.
257.	16	F	Infrastructure	What is the SLA for BC / DR?	See RFP II-I. Technical Submittal, G. Approach, F. Infrastructure, 4.

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258.	16	F	Infrastructure	What is the RPO / RTO for BC / DR?	See response to Question #256.
259.	16	F	Infrastructure	How many databases?	See responses to Questions #28 & #223.
260.	16	F	Infrastructure	Why type of databases?	See responses to Questions #28 & #223.
261.	16	F	Infrastructure	How many application servers?	See responses to Questions #28 & #223.
262.	16	F	Infrastructure	How many disk arrays?	See responses to Questions #28 & #223.
263.	16	F	Infrastructure	SAN vs NAS breakdown?	See responses to Questions #28 & #223.
264.	16	F	Infrastructure	What is the overall allocated, used, and free space?	See responses to Questions #28 & #223.
265.	27	h	Support	What is the backup and recovery method for each part of the infrastructure?	This is a managed service the incumbent vendor provides.
266.	27	h	Support	How many technicians currently support the web site?	This is a managed service the incumbent vendor provides.
267.	27	h	Support	How many developers currently work on the web site?	See Response to Question #265.
268.	27	h	Support	What is the deployment process from one environment to another?	See Response to Question #265.
269.	27	h	Support	What is the current QA method to assure proper functionality?	See Response to Question #265.
270.	27	h	Support	Does a pre-production environment exist of the same configuration as PROD for stress-testing?	See response to Question #238.
271.	16	F	Infrastructure	What is the stress-test method to assure business continuity?	This is a managed service the incumbent vendor provides.
272.	16	F	Infrastructure	If there exists a DR environment, how often is DR functionality tested?	See Response to Question #270.

All other terms, conditions and requirements of the original RFP dated July 30, 2019, Addendum 1 and Addendum 2 remain unchanged unless modified by this Addendum.