

**AMENDMENT #3
FOR
RFP NUMBER 0A1141**

DATE AMENDMENT ISSUED: October 22, 2014

The State of Ohio, through the Department of Administrative Services, on behalf of the Development Services Agency, TourismOhio is requesting proposals for:

Website Redevelopment, Hosting & Ongoing Maintenance for DiscoverOhio.com

INQUIRY PERIOD BEGINS:	October 1, 2014
INQUIRY PERIOD ENDS:	October 22, 2014
OPENING DATE:	October 29, 2014
OPENING TIME:	1:00 P.M.
OPENING LOCATION:	Department of Administrative Services General Services Division IT Procurement Services Bid Desk Attn: Valerie Piccininni 4200 Surface Road Columbus, Ohio 43228-1313

The attached pages represent the amendment for the Request for Proposal (RFP) listed above. Please use the attached pages to replace the pages previously issued by the state.

For more information regarding MBE and MBE certification requirements please refer to the DAS Equal Opportunity Division Web site at:

[*http://das.ohio.gov/Divisions/EqualOpportunity/MBE/EDGECertification.aspx](http://das.ohio.gov/Divisions/EqualOpportunity/MBE/EDGECertification.aspx)

[*http://eodreporting.oit.ohio.gov/searchEODReporting.aspx](http://eodreporting.oit.ohio.gov/searchEODReporting.aspx)

In addition, to search for Ohio MBE-Certified Providers, utilize the following search routine published on the DAS Equal Opportunity Division website:

- Select "MBE Certified Providers" as the EOD Search Area selection;
- On the subsequent screen, at minimum, select the appropriate Procurement Type, e.g., "Information Technology Service" as a search criterion;
- Select "Search"; and
- A list of Ohio MBE Certified Service Providers will be displayed

Supplement 2: Service Level Agreement

The Contractor must meet the following performance specifications for the Service Level Agreement (SLAs) to be established between the Contractor and TourismOhio. The section contains the expectations related to service level commitments and the implications of meeting versus failing to meet the service level requirements and objectives, as applicable. Both the State and the Contractor recognize and agree that new categories of Service Levels and performance standards may be added or adjusted during the term of the Contract as business objectives, organizational objectives and technological changes permit or require.

The Contractor will not be liable for any failed Service Level caused by circumstances beyond its control, and that could not be avoided or mitigated through the exercise of prudence and ordinary care, provided that the Contractor immediately notifies the State in writing and takes all steps necessary to minimize the effect of such circumstances and resumes its performance of the Services in accordance with the SLAs as soon as possible.

- a. Monthly Service Level Reporting. On a State accounting monthly basis, the Contractor must provide a written report to the State which includes the following information:
 - the Contractor’s quantitative performance for each Service Level;
 - the amount of any monthly performance credit for each Service Level;
 - the year-to-date total performance credit balance for each Service Level and all the Service Levels;
 - a “Root-Cause Analysis” and corrective action plan with respect to any Service Levels during the preceding month; and
 - a trend or statistical analysis with respect to each Service Level as requested by the State.

The Monthly Service Level Report will be due no later than the tenth (10th) accounting day of the following month.

- Ongoing Review: On an ongoing basis, TourismOhio and the Contractor will meet to review the Service Levels and the Contractor’s performance on a mutually agreed to frequency.

Service Level Commitments. The Contractor will meet the Service Level commitment for each Service Level set forth in the charts below:

Service Level	State Requirements		
	Support Hours	Response	Resolution
<p>System Availability. The Contractor must provide for the continuation of business with no interruptions and loss of services, other than for scheduled application software and database updates, upgrades and software maintenance.</p> <p>*The expected Service Level Requirement for performance is 99.7% uptime for all of the hosted sites other than for scheduled application software and database updates, upgrades and software maintenance.</p>	On Call Support 24/7		
<p>Disaster Recovery & Business Continuity. Contractor must provide standard disaster recovery business continuity procedures and processes.</p>			Services must be restored within 72 hours.
<p>Issue Resolution. Mean Time to Repair/Resolve (Critical Items)</p>		Contractor response every 2 hours until the resolution	<=24 hours