

RFP Reference/Sub-section #	Page # Req #	Question	Answer
III. Scope of Services	6.5	The RFP specifies penalties for breaches of response time SLAs. Can Ohio DC clarify whether these penalties are cumulative across multiple incidents within a month, or are they assessed individually per breach?	Response time SLA breaches are assessed on a per-month basis. For example: 1 breach in response time SLAs in January results in a 1% deduction on the following monthly invoice. 3 breaches in response time SLAs in February results in a 10% deduction on the following monthly invoice. 0 breaches in response time SLAs in March results in zero deduction on the following monthly invoice.
VIII. Instructions for Submitting Proposals	22.1	Could you clarify if the redacted version of the proposal (for public records) should be submitted in a specific format, and should the redacted sections be clearly marked or removed entirely?	Redacted versions of the proposal for public records requests should be in the same format as the submitted proposals for consideration, just with sensitive information redacted.