

**PROJECT NO. C2015-09-P
IT SECURITY ASSESSMENT & ADVISORY SERVICES****ADDENDUM TWO**

This Addendum Two is hereby incorporated into and is considered to be an integral part of Anne Arundel Community College Project No. C2015-09-P, IT Security Assessment & Advisory Services.

**NOTES FROM PRE-PROPOSAL MEETING HELD ON
JANUARY 14, 2015
RESM, ROOM 130
10:00 AM****1.0 INTRODUCTIONS****1.1 College Representatives in Attendance:**

Heidi Frist, Senior Purchasing Agent
Nancy Jones, Network Services Manager
Scott Kramer, Systems Engineer
Tamara Petronka, MEEC Executive Director
Scott Reinhart, MEEC Board Member

1.2 Firms in Attendance:

AECOM	Hamilton Enterprises LLC
Ashtel Global Information Systems, LLC	Inspired Data Solutions
Braxton Grant Technologies	i-VisioNet
CAEI Inc	JANUS Associates, Inc.
CAS Severn	Marjen
Clifton Larson Allen	Moran Technology
Core BTS	Omegacor Technologies
Dell Inc.	Presidio
Dell Secureworks	SB & Company LLC
Disys Solutions Inc	Telecommunications Systems Inc.

2.0 PROJECT TIME LINE

- 2.1 Firms are advised that the cut-off for questions is January 21, 2015 no later than 11:00 a.m. EST. Questions must be submitted in writing to Heidi Frist, Purchasing Agent. Firms may fax or e-mail their questions and/or requests. The fax number is 410-777-4234 and the e-mail is hmfrist@aacc.edu.
- 2.2 Firms are advised that the due date and time for proposals is January 29, 2015, no later than 11:00 a.m. EST. Proposals are to be submitted to the Purchasing Office, located in the Resource Management Building, Room 108. Proposals may be submitted at *any time prior to* this date and time. Proposals received after this date and time will be late. The proposals will not be publicly opened.
- 2.3 Contract award is tentatively scheduled to be on February 24, 2015. The awardee and non-awardees will be notified as soon as possible thereafter.

- 2.4 Contract will be effective March 1, 2015 through February 28, 2018 with options to renew for two (2) additional one (1) year periods, in compliance with the contract, with the same terms and conditions of the original contract, assuming satisfactory service.
- 2.5 The schedule is tentative and may change at any time.

3.0 REVIEW OF PROPOSAL REQUIREMENTS AND OTHER GENERAL INFORMATION-While firms are responsible for the entire contents of the RFP, special attention is drawn to the following sections:

- 3.1 Heidi Frist is the only point of contact for questions or information concerning this project.
- 3.2 Any changes to the RFP will be made by written addendum. Verbal changes to the RFP are not valid unless confirmed by written addendum.
- 3.3 Firms are advised that they are responsible to ensure timely delivery of their proposals.
- 3.4 Inclement weather – if the College is unexpectedly closed due to weather or other reasons, call 410-777-AACC (2222).
- 3.5 Firms are required to submit their proposal in two separately sealed volumes, one for technical proposal and one for price proposal. Refer to page 7, Paragraph 2.2 General Organization of Firm’s Proposal Contents for guidance.
- 3.6 Firms are to provide two (2) copies of the Proposal in “hard copy” form (an Original and one (1) copy). In addition, firms shall supply a “soft copy” (electronic) in either a CD Rom or flash drive. Proposals must include all required information. The original should be clearly marked as “original.”
- 3.7 Part Two – Submittal Format begins on page 7 of the RFP. Firms must provide a response to all sections in order to be considered responsive to this RFP.
- 3.8 Firms are advised that it is their responsibility to notify their references to inform them that they will be contacted by the College for this project.
- 3.9 Firms must supply a letter from their insurance company or a copy of a current (up-to-date) certificate(s) of insurance which includes the policy number(s), the name(s) of the insurance company and the insurance agent(s), effective date(s) and coverage amounts as specified under Part Three – General Conditions of Contract, Paragraph 3.9 Insurance located on pages 13 & 14 of the RFP.
- 3.10 Independently audited, reviewed or compiled financial statements for the two most recent complete years must accompany the firm’s proposal. Should audited, reviewed, or compiled financial statements not be available, the firm shall provide other documents to support financial stability as stated under Section 10.0, Item 5 Financial Stability, page 10 of the RFP.
- 3.11 General Conditions of Contract: pages 11-15 of the RFP.
- 3.12 Special Provisions: pages 16-21 of the RFP
- 3.13 Scope of Services: pages 22-24 of the RFP.
- 3.14 Submittal Forms: pages 25-40 of the RFP. If a firm wants to incorporate these forms in their word processing software, the format must stay the same.

4.0 PROJECT DESCRIPTION

MEEC, Maryland Education Enterprise Consortium is hosted by the University System of Maryland. Membership is open to K-20 public, private federal institutions and libraries. MEEC leverages its size to negotiate Hardware, Software and Service contracts with vendors.

Currently there are over 216K FTE of faculty and staff, 1.5M students and just under 200 educational entities that belong to MEEC.

MEEC builds relationships with its Vendors and gives them the opportunity to host ROI web and in-person seminars during the Academic Year. MEEC markets these programs by sending the seminar announcements via e-mail to the Primary contacts of each institutions and to a distribution list. In addition the announcement is posted to the MEEC website (<http://www.meec-edu.org>). Non MEEC/Vendor events are posted to the MEEC website.

The intent of this procurement process is to select multiple firms to establish a source of supply for Information Security Assessment and Advisory Services for MEEC member institutions to utilize. Due to the dynamic nature of projects within the MEEC consortium, the College cannot predict the numbers of projects that will be required

under this contract. Therefore, the College makes no guarantees, either stated or implied, about the demand for resources provided through this procurement. MEEC member institutions are not obligated to use any of the services provided under this contract.

5.0 QUESTIONS FROM FIRMS IN ATTENDANCE

5.1 **Question:** Please confirm that the proposed hourly rates in the price proposal must be fully loaded to include travel. This is stated as such on page 37 Section 5.0 Firms Price Proposal but it seems to in conflict with page 17 section 4.9 where it states that compensation for travel shall be limited to amounts specified in the statements of work from individual institutions. The vendor respectfully requests that AACC keep the language for fully-loaded rates so that a comparison of proposals includes all costs that a member institution may incur.

Answer: No, Section 5.0 of the submittal documents clearly states that hourly rates must be fully loaded excluding travel expenses. (reference page 37 of the RFP)

5.2 **Question:** The vendor respectfully requests that AACC consider delineating the rates for On-demand Staffing Augmentation on page 40 by individual labor categories to account for the wide variance in rates by skill level. The vendor recommends consideration of the following labor categories (pulled from the MD DOIT CATS + Contract): Systems Analyst, IT Auditor, Project Manager, Network Engineer Jr/Sr, Network Technician Jr/Sr, Network Security Engineer, Data Security Specialist, System Security Specialist Jr/Sr, System Security Research Analyst, Subject Matter Expert, Quality Assurance Specialist, Training Specialist, Documentation Specialist and Testing Specialist.

Answer: No. All rates provided should be a comprehensive rate that will cover all skillsets.

5.3 **Question:** The vendor respectfully requests that AACC modify the payment provisions on page 11 section 3.4 to allow payments schedules to be defined by the member institutions statement of work. This will ensure payment for long-term projects and staff augmentation services can be accounted for through either milestone payments or monthly billing.

Answer: Paragraph 3.4 Contract Type and Payment Schedules, located on page 11 of the RFP states "Precise payment dates(s) will be finalized during contract negotiations." The payment dates will be defined by individual member institutions as they negotiate their contracts.

5.4 **Question:** The vendor respectfully requests that AACC modify the deliverables as stated on page 24 either to only be applicable to implementation services or to be defined within the statement of work by the member institution. Staff augmentation services will likely not require a final report, but the submission of timesheets with invoices. And advisory services may not have any deliverable other than a regular status report. However, both could have specific task-oriented deliverable requirements as well.

Answer: Deliverables will be defined within the statement of work by member institutions.

5.5 **Question:** Will AACC consider extending the RFP response due date by one (1) week to allow time for preparation of a response once questions are answered?

Answer: No.

5.6 **Question:** Please advise if solutions can include software/hardware components in addition to services to meet the objectives identified in this RFP. For example, a content management implementation or staff augmentation service could involve an appliance, software, or subscription services for an updated solution.

Answer: No. This is a services contract only.

- 5.7 **Question:** Vendor respectfully request an extension to the current date due to February 12th. This would allow us to provide a more in-depth and more encompassing overall response.
Answer: No.
- 5.8 **Question:** Are you looking for, or is there added value in, awarding to respondents who can deliver/implement hardware and/or software solutions that are recommended in the assessment deliverables?
Answer: No. This is a services contract only.
- 5.9 **Question:** Can you please clarify what type of security services you are looking for in regards to the following topics?
 - 3. Electronic Discovery
 - 4. Data Backup & Recovery
 - 6. Software Licensure and compliance
 - 18. Business Continuity and disaster recovery
 - 21. Energy Consumption Audit**Answer:** Any potential services that directly relate to these topics.
- 5.10 **Question:** In order to receive an award, does an offeror need to address all functional areas of specialty listed in the bid document?
Answer: No, we realize that all vendors cannot provide all services. Vendors should submit information on the services that they can provide. This will not preclude the vendor from an award under this contract; it will specifically define what services the vendor can provide for the institutions as they seek services.
- 5.11 **Question:** Are there specific formatting and page count requirements for the technical and management volumes?
Answer: Please refer to page 7, Part Two – Submittal Format. Specifically paragraph 2.2 General Organization of Firm’s Bid Contents.
- 5.12 **Question:** Regarding Section 10.0 Additional Information, item 2, Statement of Warranty/Guarantee: Please provide clarification on how you would like vendors to respond to this item?
Answer: Vendor should provide their standard statement to guarantee/warrant their workmanship.
- 5.13 **Question:** How many awards to contractors are planned for this RFP?
Answer: There is not a defined number of vendors to be awarded.
- 5.14 **Question:** Is there an incumbent on this RFP?
Answer: There are 7 vendors on the current contract.
- 5.15 **Question:** Is there a goal/objective or set-aside for MBE or WMBE?
Answer: No.
- 5.16 **Question:** As this solicitation is apparently designed to generate a contract replacing one currently held by eight vendors, could you please provide the following:
 1. The total number of Task Orders released under the current contract.
 2. The total value of those task orders.
 3. The number of Institutions generating those task orders.
 4. The hourly rates quoted by the eight vendors under the current contract for each of the 27 services itemized in the contract.**Answer:** Current contract is held by 7 vendors. We are not able to provide information for items 1, 2, and 3. See Attachment One included with this Addendum Two for the current rates for each of the incumbent firms.
- 5.17 **Question:** Can you clarify what is meant by staff augmentation?
Answer: We are looking for on-demand augmentation of staff resources.

- 5.18 **Question:** **The compliance requirements that need to be evaluated (PCI, HIPAA, etc.) would they be full gap analysis/risk analysis for compliance or simply high level reviews? Very different in terms of time and effort.**
Answer: This question is not applicable at this point in the procurement process. Should be addressed by the individual member institution at the time of their scope of work.
- 5.19 **Question:** **Does Risk Assessment and Assurance include enterprise wide or just IT?**
Answer: This question is not applicable at this point in the procurement process. Should be addressed by the individual member institution at the time of their scope of work.
- 5.20 **Question:** **Cloud Computing Security includes contract review and negotiation. Does that entail awarded vendor to provide due diligence efforts on behalf of the MEEC institution? Also, will that require the use of legal consulting?**
Answer: This question is not applicable at this point in the procurement process. Should be addressed by the individual member institution at the time of their scope of work.
- 5.21 **Question:** **Internet Load Balancing and Traffic Management- will that include just assessing the configurations or actively testing?**
Answer: This question is not applicable at this point in the procurement process. Should be addressed by the individual member institution at the time of their scope of work.
- 5.22 **Question:** **What is included in the Energy Consumption Audit? Is that just IT (system) related or enterprise wide?**
Answer: IT Related.
- 5.23 **Question:** **When was the last IT risk assessment completed and by whom? If, in the last three years, were there any results that would significantly impact our approach?**
Answer: This question is not applicable at this point in the procurement process. Should be addressed by the individual member institution at the time of their scope of work.
- 5.24 **Question:** **Will multiple vendors be awarded for the same services so as to provide a pool of vendors for selection?**
Answer: It is the College's intent to award to multiple vendors for the same services.
- 5.25 **Question:** **Can you provide the number of full time employees and job titles for the following:**
a. Organization wide?
b. If applicable – current internal audit, IT audit or risk department?
c. Current internal IT department staff?
Answer: This question is not applicable at this point in the procurement process. Should be addressed by the individual member institution at the time of their scope of work.
- 5.26 **Question:** **How many and what type of firewalls are in place?**
Answer: This question is not applicable at this point in the procurement process. Should be addressed by the individual member institution at the time of their scope of work.
- 5.27 **Question:** **Is administration of systems centralized or de-centralized?**
Answer: This question is not applicable at this point in the procurement process. Should be addressed by the individual member institution at the time of their scope of work.
- 5.28 **Question:** **In relation to the external IT infrastructure:**
a. How many external (Internet facing) IP addresses does AACC have/own that should be considered as in-scope for external testing?
b. How many websites are running from the AACC infrastructure?
c. Please list the number of different operating systems and web servers (i.e. IIS, Apache, etc...) that are running.
d. Please describe the Internet facing systems/applications run by AACC that are hosted on in-house systems.

- e. **Please list any Internet facing systems that are conducting some form of e-commerce.**
- f. **Please describe each form of remote access provided to staff, IT, and/or vendors.**
- g. **Are there any hosted applications (not on your infrastructure) that should be considered in-scope for this assessment?**

Answer: This question is not applicable at this point in the procurement process. Should be addressed by the individual member institution at the time of their scope of work.

5.29 **Question:** **Please list the number of active directory domains in operation. Please describe any (centralized) authentication mechanisms in place.**

Answer: This question is not applicable at this point in the procurement process. Should be addressed by the individual member institution at the time of their scope of work.

5.30 **Question:** **Please describe the number of in-house servers, including their operating systems. How many are virtualized? What is the virtualization technology in use?**

Answer: This question is not applicable at this point in the procurement process. Should be addressed by the individual member institution at the time of their scope of work.

5.31 **Question:** **How many desktops, laptops, and other peripheral systems are on the internal network? What different operating systems are in use for desktops and laptops?**

Answer: This question is not applicable at this point in the procurement process. Should be addressed by the individual member institution at the time of their scope of work.

5.32 **Question:** **Please describe the number of business applications that are considered Commercial off the Shelf (COTS), including their operating systems.**

Answer: This question is not applicable at this point in the procurement process. Should be addressed by the individual member institution at the time of their scope of work.

5.33 **Question:** **Please describe the number of business applications that are considered internally developed/maintained/programmed.**

Answer: This question is not applicable at this point in the procurement process. Should be addressed by the individual member institution at the time of their scope of work.

5.34 **Question:** **What third-party service providers are currently being utilized from an IT perspective? Infrastructure only providers? Data storage/processing/management providers?**

Answer: This question is not applicable at this point in the procurement process. Should be addressed by the individual member institution at the time of their scope of work.

5.35 **Question:** **Can the two locations be tested centrally? Connection type between location and available bandwidth?**

Answer: This question is not applicable at this point in the procurement process. Should be addressed by the individual member institution at the time of their scope of work.

5.36 **Question:** **Are there wireless networks at each institution?**

Answer: This question is not applicable at this point in the procurement process. Should be addressed by the individual member institution at the time of their scope of work.

5.37 **Question:** **How many WAPs are in use? How many locations will need to be tested for the wireless penetration test?**

Answer: This question is not applicable at this point in the procurement process. Should be addressed by the individual member institution at the time of their scope of work.

6.0 ATTACHMENTS

6.1 Attachment One – Current contract pricing

END OF ADDENDUM TWO

ATTACHMENT ONE – CURRENT CONTRACT PRICING
(Pricing provided under a separate PDF file)