



October 9, 2019

ADDENDUM NO.: One

TO ALL OFFERORS:

REFERENCE: Request for Proposal No: **RFP# FDC-1057**
Dated: September 19, 2019
Commodity: Information Technology (IT) Security Auditing Services
RFP Closing On: ~~October 17, 2019 @ 2:00 pm.~~
October 24, 2019 @ 2:00 pm

Please note the clarifications and/or changes made on this proposal program:

The closing date/time has been extended until October 24, 2019, at 2:00 pm EST.

1. Question: Does JMU have current providers for these services, and if so, who?

Answer: Telasa Security, LLC and Syrinx Technologies, LLC are the current providers for these services.

2. Question: Section V. B. 6. Identify the amount of sales your company had during the last twelve months with each VASCUPP Member Institution. A list of VASCUPP Members can be found at: www.VASCUPP.org. Is this item a requirement in order to submit a proposal?

Answer: Please provide an answer to this question. Previous work with VASCUPP Member Institutions is not a requirement to be consider for award.

3. Question: Do you expect the work to be done on and off-site or on-site only?

Answer: Depending upon the project, the work may be done entirely off-site, or may require on-site testing with off-site report writing and follow-up. Please provide an hourly rate for off-site work, and an hourly rate for on-site work including all billables, as noted in X. Pricing Schedule.

“The Offeror shall provide an hourly rate broken down by position type for the proposed services. For each of the rates also provide an onsite hourly rate that includes all billables (e.g. travel, lodging, etc.). Include pricing for all other products and services. The resulting contract will be cooperative and pricing shall be inclusive for the attached Zone Map, of which JMU falls within Zone 2.”

4. Question: Are there other locations involved than Harrisonburg, VA and is any travel involved.

Answer: The only location is in Harrisonburg, VA. Also, please see the answer to the previous question.

5. Question: In regards to the Small Business, MWBE goal, it there one?

Answer: No specific SWaM goal has been established for this solicitation and potential resulting contract. However, the University has SWaM goals that encourage use of the use of small, women, and minority vendors whenever possible and practical.

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6. Question: Are there specific numbers of FTEs needed for each requirement?

Answer: The number of FTEs could vary for each project, however, most projects can be done by one person if they have the expertise.

7. Question: Are there any special formats for resumes and are there any page limitations for submission?

Answer: There are no specific requirements for resumes that are submitted as part of your proposal response. There are no page limits, but please keep the following in mind when preparing your proposal response submission:

Section V. A. 3. b. - Proposals shall be prepared simply and economically, providing a straightforward, concise description of capabilities to satisfy the requirements of the RFP. Emphasis should be placed on completeness and clarity of content.

8. Question: Is there a new project or on-going effort and expected award or start date for the project?

Answer: The examples of IT audits listed in IV.C.1. are typical audits that are of short duration (two days to two months). Each audit is considered a separate project and may be awarded to a contractor based on a specific statement of work agreement. Projects are scheduled based on the needs of the university, peak system usage times, and contractor availability.

The potential award date of this contract will depend on the number of responses received, the quality of the responses, the time needed for the committee to evaluate the submissions, JMU upcoming holiday schedule, and the responsiveness of vendors to follow up or negotiation questions.

The current contract for these services end on 2/23/20. The goal is to have a new contract in place so that there is no gap in services.

9. Question: Does JMU already have infrastructure in place for the specific task that you are looking to achieve or company has to provide the project management and solution as well, beside resources?

Answer: For each project, the contractor is expected to provide project management for the work agreed upon in the statement of work.

10. Question: The proposal says "multi BPA, project to project basis", please confirm if its multi-vendor award BPA based on assigned task to each company?

Answer: The contract may be awarded to multiple companies as needed to ensure that we have the expertise to support our audit plan. Each project will be then be contracted separately.

11. Question: Is the use of 1099 permitted?

Answer: The contractor will be paid in accordance with the statement of work developed for the project. JMU will issue a 1099 to the contractor for the amount paid in the calendar year.

12. Question: How many hours do we expect annually per position and is it M-F 9 to 5 work schedule or as needed?

Answer: The statement of work for each project will outline the hours expected for that project and the projected timeline of the project.

13. Question: Are you expecting resources only from a bidding company to complete the required tasks listed in RFP from A to J or PM and resources both?

Answer: For each project, a statement of work will be developed with a selected contractor. The contractor will be expected to provide project management, personnel, and any licensed software necessary for the work agreed upon in the statement of work.

14. Question: With regards to section V. B. 6. - Identify the amount of sales your company had during the last twelve months with each VASCUPP Member Institution. A list of VASCUPP Members can be found at: www.VASCUPP.org. Is this to say total sales using VASCUPP contract or just sales to VASCUPP members regardless of contract vehicle?

Answer: Total sales regardless of contract vehicle.

15. Question: What is the security framework used for the assessment? Many Institutes of Higher Education (IHE) use a variety of frameworks such as NIST Cybersecurity Framework version 1.1, NIST SP 800-53 or even NIST SP 800-171.

Answer: JMU follows ISO 27002 for guidance.

16. Question: Do the configurations of networking equipment need to meet specific standards for Compliance?

Answer: We follow ISO 27002 for guidance along with industry standard best practices.

17. Question: The goal of this assessment seems to be verification of controls which should be in place to protect University data. Are there areas which should be reviewed more closely?

Answer: The examples of IT audits listed in IV.C.1 are past audits that have been done in the past. An IT risk assessment is performed each year, and a project list is developed based upon the risk assessment.

18. Question: Are all of the areas in the RFP to be covered (sections a-j) in one assessment or would these be performed in separate assessments?

Answer: Separate assessments – see answer 19 below as well.

19. Question: If we need to estimate the cost below we need the following questions answered:

- a. External Vulnerability Scanning - How many IPs are we scanning?
- b. Wireless Network Assessment - How many access points and number of locations to be included?
- c. Firewall and Router Security Assessment - Can a baseline be provided?
- d. Server Configurations Assessment - Can a baseline be provided?
- e. Database Architecture Security Assessment - falls under pen testing
- f. Network Scanning Process Assessment- Need more clarity here. Is JMU looking for a tool or an evaluation of the current process?
- g. Web Application Security Assessments - falls under pen testing
- h. Active Directory Security Assessment - falls under pen testing
- i. Penetration Testing
- j. Telecommunications - What types of request fall into this category?

Answer: The overall contract may be awarded to multiple companies as needed to ensure that we have the expertise to support our audit plan. Each project will be then be contracted separately with a selected contractor. A pre-audit conference is conducted to develop the scope of work for each project. The contractor then submits a proposal for the project with an estimate of hours (and total cost) of the project. Approval of the proposal by Audit and Management Services creates the contract for the project.

The examples of IT audits listed in IV.C.1. and below are typical audits that are of short duration (two days to two months). Each audit is considered a separate project and may be awarded to a contractor based on a specific statement of work agreement. Projects are scheduled based on the needs of the university, peak system usage times, and contractor availability. The statement of work for each project will outline scope of the project, the hours expected for that project and the projected timeline of the project. For each project, the statement of work will be developed with input from the selected contractor, IT, and JMU Audit and Management Services. The contractor will be expected to provide project management, personnel, and any licensed software necessary for the work agreed upon in the statement of work.

Depending upon the project, the work may be done entirely off-site, or may require on-site testing with off-site report writing and follow-up. Please provide an hourly rate for off-site work, and an hourly rate for on-site work including all billables, as noted in X. Pricing Schedule.

“The Offeror shall provide an hourly rate broken down by position type for the proposed services. For each of the rates also provide an onsite hourly rate that includes all billables (e.g. travel, lodging, etc.). Include pricing for all other products and services. The resulting contract will be cooperative and pricing shall be inclusive for the attached Zone Map, of which JMU falls within Zone 2.”

20. Question: What is the security framework used for the assessment? Many Institutes of Higher Education (IHE) use a variety of frameworks such as NIST Cybersecurity Framework version 1.1, NIST SP 800-53 or even NIST SP 800-171.

Answer: JMU's IT follows ISO 27002 for guidance.

21. Question: Is there a dedicated staff for IT Security?

Answer: Yes.

22. Question: Regarding access...Internal scans and assessments require interaction with and cooperation with IT staff. Evaluating configurations of security, network, server and endpoint systems requires access to systems, which can only be done through IT.

Answer: JMU will provide workspace and network connectivity if work is done on-site. The contractor is expected to provide laptops and licensed software needed for testing. JMU's IT will facilitate running of scripts when necessary. When necessary, IT will work with the contractor to open ports, etc. for testing purposes.

23. Question: Will there be information about the environment shared with the team in advance of any automated scans?

Answer: Yes. A pre-audit conference is always scheduled.

24. Question: Do the configurations of networking equipment need to meet specific standards for Compliance?

Answer: JMU's IT follows ISO 27002 for guidance, along with industry standard best practices.

25. Question: Do we provide cost for hourly rate for certified staff only for billable requests or do we provide hourly rate with an estimate for each of the audit range items below?

Answer: We want two hourly rates (on-site, off-site) that could be applied to all the projects. Depending upon the project, the work may be done entirely off-site, or may require on-site testing with off-site report writing and follow-up. Please provide an hourly rate for off-site work, and an hourly rate for on-site work including all billables, as noted in X. Pricing Schedule.

26. Question: Section IV.C.2 of the RFP that vendors should describe our company's past history working with any institutions of higher education. Are you looking for past performance specific to the same services outlined in the RFP, or would any broader IT support services that we have provided to institutions of higher education would be of interest?

Answer: We are most interested in history regarding any auditing services provided.

27. Question: In Section IV.C.1, "telecommunications" is included in the list of "audits currently performed by University personnel or by the staff of contractors." We wanted to clarify whether JMU is looking for auditing support for telecommunications, or whether this telecommunications portion of the work falls more under the earlier description in the introductory paragraph of "various IT activities and processes" JMU needs (e.g., services more along the lines of voiceover IP, setting up virtual meetings). Any clarification of the type of work JMU requires in telecommunications that you could provide would be very helpful.

Answer: Audit of telecommunications only.

28. Question: Our company is fully qualified as a SWaM company and we have submitted our application for SwaM certification to the VA SBDB. However, we are unsure if we will have the certification at the time of proposal submission as we are expecting our certification sometime between now and December (depending on the turn-around time). Additionally, our firm is fully qualified to fulfill all aspects of the SON in the RFP. If our company does not receive the SWaM certification by the proposal submission date, but can show it is a candidate still awaiting certification, will it affect our proposal?

Answer: SWaM status is evaluated during the RFP process but it is not a requirement for proposal submission. However, if applicable, vendors are strongly encouraged to apply for SWaM status.

29. Question: For proposal submission, is delivery of hard copy required, i.e. mail or hand delivery? Can proposals be emailed?

Answer: JMU cannot accept emailed proposals. One (1) original and four (4) copies of the entire proposal, INCLUDING ALL ATTACHMENTS are required to be submitted in hard copy format. One copy shall also be submitted electronically (flash drive or CD). Any proprietary information should be clearly marked in accordance with 3.f.

30. Question: Does JMU require resumes of personnel proposed for support?

Answer: Only for the primary person or persons

31. Question: Page 2 of the RFP states, "**Definition of Term – Certified Professional is defined as holding current Certified Information Systems Auditor (CISA), Certified Information Systems Security Professional (CISSP), Certified Information Systems Manager (CISM), Microsoft Certified Professional (MCP), Cisco Certified Network Associate (CCNA), Information Systems Security Management Professional (ISSMP)." Are all personnel required to have the certs listed on above or is this simply providing guidance that the University required highly qualified and appropriately certified professionals?

Answer: JMU would expect the primary person or persons who would be performing the work to have one or more of these credentials or similar qualifications.

32. Question: What is the size of the system(s) that fall under JMU's Audit and Management Services (AMS) (e.g., number of devices, number of hosts, number of databases, and number of wireless access points)?

Answer: JMU's AMS is responsible for executing a risk-based audit plan, including IT infrastructure, systems and applications.

33. Question: How many applications does JMU AMS cover?

Answer: JMU's AMS is responsible for executing a risk-based audit plan, including IT infrastructure, systems and applications.

Signify receipt of this addendum by initialing "*Addendum #1* _____" on the signature page of your proposal.

Sincerely,
Doug Chester
Buyer Senior
Phone: (540-568-4272)