



TRANSBAY JOINT POWERS AUTHORITY

REQUEST FOR PROPOSALS No. 17-11 INFORMATION SECURITY/CYBERSECURITY SERVICES

QUESTIONS & ANSWERS SET NO. 2

The following additional questions were received by the extended deadline:

- 1. If we include a subcontractor on our team, but not as a joint venture or LLC, are we required to submit three information security projects requested in Section 6.1.2 for the subcontractor? Can we use subcontractor references as part of Section 6.1.5 requirement?*

A: Respondents shall consider their firms and any of their subcontractors as a single entity. References and experience may be combined; however, proposals should identify which firm is associated with referenced projects.

- 2. Are there any security policies or programs currently in place (i.e., existing CISO, managed by the OCIO)? If not, what is TJPA's plan to manage the future-state program?*

A: No. Respondents are expected to include this management aspect in their proposed scope of work.

- 3. Does TJPA have an existing Security Program or Security Program Plan including objectives, policies, procedures, and the like? If yes, can we be provided copies of these documents?*

A: There are no existing network security programs or plans currently in place.

- 4. A Strategic Operational plan is addressed in the Introduction as a guiding document. Can copies of this be provided?*

A: The TJPA's strategic operation plan is not a document; rather, it is a concept of how TJPA envisions operations. Respondents shall identify strategic needs as they relate to information security and cybersecurity under RFP Section 4.1, Define the Objectives and Requirements of the InfoSec/Cybersecurity Program.

5. *For section 4.2 Assess Vulnerability and Risks, are these risks limited to cybersecurity risks or should physical risk be included as well, since they would have to be identified for disaster recovery and business continuity purposes?*

A: The RFP addresses cybersecurity services only.

6. *Does each stakeholder agency use the same ICS/SCADA implementation or are there differences by region/county/municipality?*

A: Respondents shall assume that each stakeholder agency has an independent ICS and/or SCADA system.

7. *The RFP states “Respondents will be capable of providing at least one resource for on-demand, on-site, same day consulting services, when required.” In identifying the skill set for that resource, is this position intended more as a security generalist or someone with specific skills (e.g. incident response, operations support)?*

A: A security generalist or equivalent is acceptable.

8. *What is the (anticipated) scope of the Information Security / Cybersecurity program, specifically as it pertains to the IT and OT environments? How will the security of both business system and control system be managed? Is this RFP specific to only control systems?*

A: Both IT and OT environments for transit center operations are included in the scope of work. Respondent shall determine the best method for the management of both environments.

9. *What is TJPA’s expectation of delivery date for sections 4.3 and 4.4 of the RFP ?*

A: The draft of the InfoSec/Cybersecurity Plan (Section 4.5) must be completed within two months following issuance of the TJPA’s notice to proceed to the Consultant, and the final within four months. The delivery dates of the InfoSec/Cybersecurity Policies Report (Section 4.3) and the InfoSec/Cybersecurity Plan (Section 4.4) are subject to the integration time required to meet the time periods given.

10. *Section C, General Conditions appears to have required any objections to be raised within 10 business days of RFP issuance to any required or legal terms within the RFP. This deadline has passed. Does the provision prevent a bidder from taking exception to terms within the RFP (including any suggested agreement and vendor required service terms) if such exceptions are noted within a bidder’s response?*

A: The referenced language in the RFP General Conditions refers to terms in the RFP itself. If there are objections to the proposed agreement terms, those may be (and must be) included in your response.

11. *Please confirm that respondents may insert rows within the Attachment 3 Price Proposal Form as necessary to accommodate all components of their pricing that reflect their proposed solution.*

A: Confirmed.

12. Rows 9 and 10 of the Attachment 3 Price Proposal Form provide instructions related to the designations of pricing acronyms used in the bid and indicates that gray shaded cells should not be completed in Parts 1 and 2a. RFP Section 6.2 further instructs that the proposal should clearly explain what services are proposed to be included (and excluded) and to include additional pages as necessary. In cases such as cell F18 of Attachment 3 where the template specifies not to fill in hours or Rate/Hr for a line item classified as T&M, please confirm that respondents are to prepare support schedules as necessary for the proposed T&M labor which would then be summarized and presented in the “cost” columns of Attachment 3?

A: The rows and cells listed in your question do not appear to correspond to those in the TJPA’s Excel spreadsheet of Attachment 3, Pricing Form. In the Excel file, line 13 – “Other Reimbursable Expenses” indicates to use T&M, which would have no labor connected with it. Line 15 – “Other” requires that backup information be provided on a separate sheet.

13. Row 26 of Attachment 3 under section 2.b Other Staffing includes a single row requesting pricing for the Dedicated Account Manager and provides the annual hours of 1920 across the five year period. The pricing identifier in cell C26 however refers to “U/P” versus “T&M”. Please clarify if it is the TJPA’s intent that U/P should be T&M with the proposed fully loaded rate for the Dedicated Account Manager be entered for each year to complete the pricing for this Attachment 3 line item.

A: Respondent should provide the rate for each year, multiplied by the 1920 hours, giving the UP cost for each year. Rate = fully loaded (direct wage + benefits + overhead + fee).

14. In Section 6.2 of the RFP, the TJPA requires offerors to provide cost details relating to direct labor rates and indirect rate information in the form of overhead and proposed fee/profit levels. For most firms, information of this nature is considered highly proprietary and confidential where release into the public domain would cause foreseeable competitive harm to the offeror and their proposed team. Accordingly, we respectfully request that TJPA confirm that cost and pricing data related to the proposal and subsequent invoicing will be protected from public disclosure. If the TJPA cannot ensure protection of the forgoing cost and pricing data from public disclosure, it is requested that the requirements and instructions set forth in RFP Section 6.2 be removed and replaced with instruction that allows offerors to propose pricing consistent with their standard commercial pricing practices.

A: See RFP General Conditions Item I, Public Disclosure. Proposals, contracts, and invoices are all public information subject to disclosure upon TJPA’s receipt of a request.

15. We would like to request an extension to the due date for proposals, beyond December 22.

A: See Addendum 2; proposals are now due on January 11.