



TRANSBAY JOINT POWERS AUTHORITY

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

QUESTIONS & ANSWERS

The following questions related to the above-referenced RFP were received at the pre-proposal conference on November 28:

1. Q: *Are proposals/responses public record?*

A: Yes, please see RFP General Conditions, item I, Public Disclosure.

2. Q: *Is there a goal to have an onsite security operations center?*

A: There is an onsite security operations center (SOC), which is for physical security. The intent is that the managed security service provider will manage an SOC remotely rather than on the premises.

3. Q: *RFP references industrial controls; what are they?*

A: The facility systems, as follows:

Electronic Safety/Security

Digital Signage

Mass Notification System/Emergency Communication System

Building Management Control Systems

Vertical Transportation

Public Address Systems

Irrigation Systems

4. Q: How much of the network is in place?

A: Installation of the network systems is anticipated to start early in January 2018.

5. Q: What is contract start date?

A: Approval to award the contract by the TJPA Board of Directors is anticipated at their February 8, 2018, meeting. The contract start date would follow shortly thereafter.

6. Q: When does the transit center open to the public?

A: Construction completion is scheduled for the end of March 2018, with the transit center opening in late spring 2018.

7. Q: Will there be any dedicated network security staff onsite?

A: No dedicated network security staff are planned to be onsite; however, there will likely be one or more IT support engineers onsite for immediate facility needs.

8. Q: What are the quantities of endpoints, windows devices, etc.?

A: Refer to the port matrix drawings in the IT series provided with Addendum No. 1, which provide some information.

9. Q: Are there any estimates on volume of network traffic?

A: Since the transit center is a new facility, there are no estimates on the volume of network traffic. Proposers should provide an estimate of network traffic based on their experience, and provide the estimate in their proposals.

10. Q: Will most guest traffic be on wi-fi?

A: Yes.

11. Q: What is the expected passenger traffic?

A: Currently 30,000 passengers use the Temporary Transbay Terminal on weekdays. Ridership is anticipated to reach nearly 40,000 when the transit center opens, and up to 50,000 in ten years.

12. Q: Network diagrams are shown in both IT drawings and provided Network Topology Diagrams. Which is more accurate?

A: The Network Topology Diagrams are contractor-created diagrams, and therefore represent a more accurate depiction of final system installation. For any discrepancies, the Network Topology Diagrams supersede diagrams shown in the IT drawing set.