![San Antonio Water System logo]

CLOUD MANAGED ENDPOINT PROTECTION
BID NO: 20-20080
Addendum No. 1
July 28, 2020

Questions and Responses

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1. **Question:** Are you wanting manufacturers to hold the renewal extension pricing for 5 years, year over year?

    Response: *Please fill out Exhibit C Compensation Proposal with pricing for a base term and five optional extension terms. The pricing submitted will be held for the duration of the contract.*

2. **Question:** What are the total number of Endpoints you need to protect for this project?

    Response: *The total is 2,700.*

3. **Question:** Are you available for a demo with the engineer and Account Manager next week?

    Response: *Demos will not be held at this time. Please refer to the RFP Section II. Selection Process B. Interviews and Demonstrations.*

4. **Question:** Are we permitted to submit more than 1 bid? If yes, can we ship them all together in the same box, but in separate binders, or do they need to be separate shipments as well?

    Response: *Multiple submittals can be accepted, but they will need to be submitted separately as individual responses. It is recommended to use the FTP site for your bid submittals(s). When requesting access to the FTP site if more than one response will be provided please indicate the number of FPT access links you are requesting and we will issue an FTP invitation per response you would like to submit.*

5. **Question:** Can you confirm if both electronic submissions, along with hard copy binder submissions, are both required, or would electronic only submissions be acceptable?

    Response: *If you plan to use the FTP site, then the hard copy is not required.*

6. **Question:** When is the Webex meeting scheduled?

    Response: *The WebEx is the same day/time as the RFP due date/time (August 7, 2020 at 3:00 PM Central Time) and submittals will be acknowledged.*

7. **Question:** Section 3.1. SSAE-16 SOC 2 has been superseded by SSAE 18 Type SOC 2 - will this be acceptable?

    Response: *Yes.*

8. **Question:** Section 5.5. Any upgrades that are mandated by the Vendor shall be at the cost of the Vendor. What "Upgrades" is this talking about? Upgrades to the cloud platform or to the endpoint agent, or to the base endpoint computing system or OS? Please elaborate.

    Response: *Upgrades to cloud infrastructure and endpoint software.*

9. **Question:** Responded Questionnaire section (page 15). Item 6 Affirmative Action - Respondent agrees to adhere to the EEO requirements contained in the RFP section IV, sub-section "C." paragraph 9a. This section is not found – if this is required can you please share.

    Response: *Remove the reference to section IV, sub-section "C." paragraph 9a and replace with section IV, sub-section "C" 11. Exhibit "B" - Good Faith Effort Plan (GFEP) a. Equal Employment Opportunity (EEO) Requirements.*

10. **Question:** Is SAWS looking for a managed services provider to provide 24x7 SOC capabilities? Or will SAWS staff manage the day-to-day activities of the proposed solution and the vendor is to provide initial install, solution training, and annual solution maintenance/support services?

    Response: *We are not looking for a managed services provider. SAWS is currently performing 24x7 SOC monitoring.*

11. **Question:** How many people do you plan to manage the solution?

    Response: *Four people.*

12. **Question:** Do you have other hybrid solutions comprised of on-prem and cloud?

    Response: *Yes.*

13. **Question:** How experienced is your staff with Endpoint/EDR products?

    Response: *They are experienced in both Endpoint and EDR products, although they vary from vendor to vendor.*

14. **Question:** Between 1- 5 how comfortable with the level of skills of your staff with Endpoint Security products?

    Response: *4.*

15. **Question:** Do you have an established SOC?

    Response: *Yes.*

16. **Question:** How many analysts are part of the forensics team?

    Response: *Three.*

17. **Question:** Is there a date that you are looking to have the solution completed?

    Response: *September 1, 2020 is the target date.*

18. **Question:** Section 3.1. The cloud services provider shall provide assurances related to the security, availability, confidentiality, and privacy of the services being provided. A SSAE-16 SOC 2 Report is required, together with a FEDRAMP and/or CSA STAR certification. Is current FEDRAMP and/or CSA Star certification a hard requirement? Is full FEDRAMP certification required, or is "in-process" sufficient?

    Response: *We will consider an in-process status, if there are other strong assurances to the security of the cloud infrastructure and the organization behind it.*

19. **Question:** Section 3.2. The endpoint protection software shall be compatible with Microsoft Windows, enterprise Linux distributions, and Mac OS X. Could we have a list of specific OS versions you are looking to cover?

    Response: *CentOS, Debian, and Oracle Linux. For Windows and Mac OS X, support for at least one version behind the latest version.*

20. **Question:** Section 5.3. Upgrades to system and software shall be backward compatible and support at least two previous versions based on industry standard. Is this relating to the cloud platform software (ie. Can I revert to the old version of the   platform?) or the endpoint agent software?

    Response: *This is relating to the endpoint agent software. It is just to make sure that endpoints running older software can still talk to cloud infrastructure.*

21. **Question:** Exhibit B – Good Faith Effort Plan. Will the Good Faith Effort requirements related to subcontracting be inapplicable to this entire RFP which is for software technology applications or only apply to the extent there may be any customized professional services being included as part of the response?

    Response: *Refer to section IV, sub-section "C" 11. Exhibit "B" - Good Faith Effort Plan (GFEP). SMWVB is an aspirational goal for the overall project and is part of the evaluation criteria. The GFEP is a required document and will be reviewed as part of the evaluation process.*

22. **Question:** Please provide a breakdown of 1650 users by operating systems (Windows/IOS/Linux) and by types of products (laptops/Computers/hand carry devices etc).

    Response: *Users are over 95% Windows 10 and the rest Mac OS X. Linux and Windows Server are only used on our servers.*

23. **Question:** Please confirm whether these 800 servers are on-premises or not? Also, whether these are physical servers or virtual? If virtual what virtualization software SAWS is using?

    Response: *All servers are on-premise. We have both virtual and physical, but the majority virtual. The endpoint software will not run on the hypervisor, so it is not relevant to the RFP. However, if there is a special integration into a hypervisor, please submit information with bid.*

24. **Question:** Is SAWS looking for a managed services provider to provide 24x7 SOC capabilities? Or will SAWS staff manage the day-to-day activities of the proposed solution and the vendor is to provide initial install, solution training and annual solution maintenance/support services?

    Response: *Refer to response to question 10.*

25. **Question:** Are you expecting to renew on a month to month basis after the first year?

    Response: *No. Refer to Exhibit C Compensation Proposal. We are looking for base year pricing and then pricing for five optional one year annual renewals.*

26. **Question:** Is a Cover Letter required or preferred? Will this count towards the 50 page limit?

    Response: *A cover letter is not required, and if provided will not count toward the 50 page limit.*

27. **Question:** Is the Letter regarding insurance coverage included in the page count (50)?

    Response: *No.*

28. **Question:** The instructions for uploading the proposal on the second page (before the TOC) states that only ONE (1) file may be uploaded, however this instructions on page 9 of 53, item 6. states that *All pricing shall be enclosed in a separate sealed envelope, marked "PRICING" with the ORIGINAL ONLY. Please clarify the submission requirements. For electronic submittals submitted via the FTP site, should the word ORIGINAL be shown on the cover, or in another preferred location?

    Response: *For electronic submittals submitted via the FTP site the word ORIGINAL should be shown on the cover. Please submit 2 PDF files (one for everything minus pricing and one for just pricing). Name the response file: 20-20080 Cloud Managed Endpoint Protection and name the pricing file: 20-20080 Cloud Managed Endpoint Protection Pricing.*

29. **Question:** Due to the COVID-19 restrictions, please confirm that electronic signatures are acceptable for forms, letters, etc.?

    Response: *Confirmed. Electronic signatures are acceptable.*

30. **Question:** The TOC on page 1 of 53 of the RFP notated that Exhibit "C" is the – Compensation Proposal, however Exhibit "C" notated on page 11 of 53, Item 12. labels Exhibit "C" as Disclosure of interested Parties? Please clarify.
    a. Where in the Proposal should Exhibit "C" and Exhibit "D" be located, respectively?
    b. Please clarify the Item numbering and naming of the Exhibit files on pages 10-12 of 53 of the RFP required submission files.

    Response: *The exhibits on page one follow the same order as the exhibits as outline on the Submittal Checklist. Please use the Submittal Checklist as the guide for your submittal. Exhibit "C" – Compensation Proposal. Exhibit "D" – Disclosure of Interested Parties. Exhibit "E" – Conflict of Interest Questionnaire.*

31. **Question:** The TOC on page 1 of 53 of the RFP notated Exhibit "E" – Conflict of Interest, However page 11 of 53 notated Exhibit "D" as the Conflict of Interest Form. Please clarify.
    a. Where in the Proposal should Exhibit "E" be located?
    b. Please clarify the Item numbering and naming of the Exhibit files on pages 10-12 of 53 of the RFP required submission files.

    Response: *Refer to the response for question 30.*

32. **Question:** The TOC on page 1 of 53 of the RFP notated Exhibit "I" – Software as a Service Questionnaire, but the submission requirements on page 12 of 53, item 16 names the Title as 16. Software as a Service Questionnaire. Which is correct? Please clarify.
    a. The RFP page 12 of 53, item 16 requires the Exhibit be submitted in excel file format. Is a PDF acceptable for this requirement?
    b. For the electronic submission, is this Exhibit supposed to be submitted separately as an excel file? Or included with the one file format requirement?
    c. Should this requirement be listed as 16. Software as a Service Questionnaire or as the document's title "Cloud Vendor Technology Assessment Questionnaire (VTAQ)"?

    Response: *Exhibit "I" – Software as a Service Questionnaire is correct.*
    a. *PDF is acceptable.*
    b. *Please include it with the one file format requirement.*

     c. Please list as Exhibit "I" Software as a Service Questionnaire.

33. **Question:** Would SAWS be willing to complete an NDA with our technology partner, to protect the confidentiality of the submission, including information relative to the technology, certifications, references, and anything else they deem and mark as confidential? If not an NDA, are we permitted to mark certain sections as confidential and have that considered as such, out of respect to our reference contacts?

    Response: *SAWS is subject to the Texas Public Information Act (Act) and cannot legally agree to keep information confidential. However, respondents may mark the specific parts of their bids that they deem confidential and SAWS will not release that information without first following the requirements of the Act. If a third party submits a written request seeking any information that a bidder has marked as confidential, then SAWS will notify the bidder of that request and submit a request for decision to the Texas Attorney General within 10 days of receiving the written request. The bidder will then have an additional 10 days to submit their arguments to the Texas Attorney General, who will then issue a decision. Please limit your confidentiality labels to only those parts of your bid that are reasonably considered to be related to intellectual property, competitively sensitive matters, or other information that can be protected under the Act or other law. Please keep in mind that the final contract will also be presumed to be public information.*

34. **Question:** If the technology vendor is in process of obtaining the SOC2 certification, but is in process but not completed, will that exclude them from consideration? They do currently have the FedRamp certification.

    Response: *We will consider vendors in process of obtaining SOC2 if they have a SOC2 certification from a previous year.*

35. **Question:** There is a reference to a full-time person. We currently offer 24x7 support for assistance included with all our offerings. Additionally, we offer Professional Services that offers an hourly weekly meeting with our experts to walk your team members through installation, configuration and deployment best practices and training. It ensures the team optimizes security for your environment. The question is around the request for a "full-time" person. We also offer a full time service where our team manages your entire AV & EDR environment where you may log in to the Portal at any time for a status, although you are only notified in emergency situations. Therefore, our question here is, would the Professional Services be what you require which would allow your team to manage this? Or do you prefer the 24hr service?

    Response: *Professional Services are related to preparing SAWS staff to manage the cloud instance. The full-time reference is for the project installation, setup and configuration. However, we will need a support desk that can be available 40 hours per week 8-5 CST. This individual will need to be available as a knowledgeable technician that can help with issues that arise with the solution. Dedicated means when we need their support, we can get help and not wait more than 1-2 hours before we receive a call back. We are also asking on "b" customer service and technical support be available 7/24/365. A representative will not be on-site at SAWS facility.*

36. **Question:** Is on-demand online training ok, or are they expecting in-person or WebEx style training with an instructor?

    Response: *Refer to RFP Scope of Service 6. Training 6.1. Training shall be conducted virtually. On-demand training is acceptable. In your response and on Exhibit C Compensation Proposal please indicate what type of training is being proposed.*

37. **Question:** If no PII is collected or stored, are the certifications in DOC 1 thru 6 still required?

    Response: *The certifications are required.*

38. **Question:** Has SAWS evaluated and / or selected an Cloud Endpoint Solution for implementation?

    Response: *No. The purpose of this RFP is to select a solution for implementation.*

39. **Question:** As a Systems Integrator partner with cloud endpoint security management solution provider for implementation and integration. Are you looking to engage directly with Cloud solution provider?

    Response: *Not required. We can engage with a third-party that provides the professional services and resells license for cloud solution provider.*

40. **Question:** A SSAE-16 SOC 2 Report is required, together with a FEDRAMP and/or CSA STAR certification. Is SAWS willing to sign an NDA in order for the respondent to share this report?

    Response: *Yes.*

41. **Question:** Respondent shall provide pricing giving SAWS the option to choose either 7, 14, or 30 days EDR data. Our base retention is 30 days. Should we respond to the 7 & 14-day pricing requests with 30-day pricing or leave those sections blank in our response?

    Response: *You can leave them blank if you don't offer less than 30 days of EDR data.*

42. **Question:** Section IV, #6: Responses are limited to a maximum of 50 pages per proposal. A single side equals to a single page. Required forms do not count toward the page limit. Does this include any solutions briefs and or SLA documents included in the proposal?

    Response: *Briefs and or SLA documents are not included in the page limit.*

43. **Question:** On the SaaS Questionnaire, the section that asks about application/ Services Security: Are you referring to SAWS employees or respondents employees?

    Response: *Respondents employees.*

44. **Question:** Pg 37: Exhibit C Compensation Proposal: From the chart below specific to the "Onboarding Professional Services and EDR Days 7" Are the 11 days expected to do the full 2700 endpoints? Or is this a sample number?

    Response: *The professional services will be used to configure the cloud management application with policies for SAWS servers and endpoints. During the engagement we will deploy client to a sample of test/dev servers and endpoints to allow us to test policies. SAWS will be responsible for deployment of the client software to the rest of the devices.*

45. **Question:** From the RFP Submittal Response page we came across this requirement: "a. Dedicated full time project level representative to assist and service SAWS at no additional cost." What level of full time project assistance & services is SAWS expecting at no cost? Please define the roles and responsibilities of a "dedicated full time project level representative" in this context.

    Response: *This being a smaller project, it will just be to prepare a plan, organize a kick-off meeting, and provide a report of the activities performed during the onboarding process.*

46. **Question:** As SAWS has requested for FEDRAMP and/or CSA STAR Certification, one of our technology partners is in the process of getting FedRamp. Does this disqualify us and our technology partner?

    Response: *Refer to the response for question 18.*

End of Questions and Responses

ACKNOWLEDGEMENT BY RESPONDENT

Each Respondent shall acknowledge receipt of this Addendum No. 1 by noting such and signing below.

This undersigned acknowledges receipt of this Addendum No. 1 and the bid proposal submitted herewith is in accordance with the information and stipulations set forth.

_____   _____

Date   Signature of Respondent

End of Addendum