

CYBER SECURITY SUPPORT (CQ15144)

1. Are we supposed to provide candidates for all categories mentioned in RFP?

At the end of page 16 and beginning of page 17 please note:

III.) KEY PERSONNEL/QUALIFICATIONS

Describe the relevant qualifications of the personnel whom you propose to assign to work on this project (including any subcontractors). Focus particularly on relevant functional and related industry expertise identified in the Scope of Work. List education and work experience. Include their recent experience completing similar projects. State the extent to which you propose to commit each of the proposed key personnel to this project. Submit detailed resumes of each of the personnel that you propose to commit.

The Contractor shall provide a brief summary of the proposed Cyber Security Support, consisting of the following Labor Categories:

- Cyber Security Program Manager
- Cyber Security Design Engineer
- Cyber Security Risk Analyst
- Cyber Security Operations Engineer
- Application Security Engineer
- Cyber Threat Engineer

For these key personnel, the Contractor must describe their qualifications and competencies to include:

- a. Name, title, address and phone number(s)
- b. Job descriptions;
- c. Job responsibilities;
- d. Years of experience and description, with the supplier's company or previous companies, in handling contracts similar in size and responsibilities. Include years of Cyber Security management experience, and years of experience working with the WMATA and/or other federal agencies;
- e. Educational qualifications and credentials

Resumes - Provide resumes of only those team members that are to be committed to this project. Describe the relevant qualifications in regards to each of the work elements of the SOW. Focus resumes on their directly related work experience. Provide external client references.

2. Is it a single award or multiple awards?

At the end of page 14 please notes:

15. AWARD

Authority will make one award for all line items in the schedule of prices resulting from this solicitation.

3. Is WMATA planning to hold a prebid conference? If yes, then when will it be held and venue for it?

The Authority will not be holding a prebid conference for this requirement. This Q&A period shall allow more than enough adequate time for firms to understand the requirements being sought.

4. Can you please let me know if you are seeking qualified personnel for WMATA or in this RFP for consultation services for cyber support? Is the contractor required to be on site the entire duration of the testing?

Yes, we are seeking qualified personnel for WMATA as this requirement is for consultation services for our cyber security support program. Yes, the contractor is required to be on site.

5. Is there an incumbent on this effort, and who would that be? Are they precluded from re-bidding?

Yes, there is an incumbent (Patriot Technologies) on this effort. They are NOT precluded from submitting a proposal.

6. Will WMATA kindly provide formatting instructions for the subject proposal? Specifically regarding the items below:
1. Page count
 2. Font style and size (please specify any exceptions for graphics)
 3. Margins
 4. Double-sided vs. single-sided pages
 5. Pagination

None of these apply. No formatting requirements are subject to evaluation.

7.

SECTION	QUESTION
Background	Who is the current incumbent on this contract? Please see response to Question #5.
Background	What is the current contract value? The current contract (base + four (1) year options periods is approximately \$13M.
On page 7 & 18, the maximum not to exceed amount of \$250,000 will apply over the period of performance for anticipated hours beyond	Does this mean that contractors must perform the duties less than or equal to \$250,000 per 40 hours of work? Or, there is a \$250,000 cap on the overtime payment of services per 40 hours of work? If neither is correct, please clarify this statement to provide an example of dollar-cap to services over a specific period of time.

the standard forty (40) hours	The maximum not to exceed amount of \$250,000 will apply over the period of performance for anticipated hours beyond the standard forty (40) hours.
Pg. 17	Do the employees working on the contract need to provide written letters of commitment or can they give general word agreement? The Authority does not require letters of commitment from personnel. The personnel that are staffed to fulfill requirements must be indicative as presented. All contractors are liable for the risk of performance deficiencies.
Pg. 13 & 14	When submitting Volume III, do we have to send in each subsection separately, (Representations, Certifications, Pre-Award Data, Certificate of Insurance) or can we bind all subsections of Volume III together? Please separate.
PWS – All Contractors	Do the employees performing the work on the contract need to have a security clearance? N/A
PWS – All Contractors	Do the employees performing the work on the contract need to be a documented U.S. citizen? They have to have green cards, but they do not have to be citizens.
Pg. 1 of the PWS	Can employees performing work on this contract work 100% remotely? No
Additional	The responses to these questions are critical on determining if we are going to bid on this solicitation. May we please have a three week extension on this proposal from the day that answers are released? Unfortunately, the Authority at this time will not grant an extension. We will monitor closely and will officially post an extension (if necessary) on the WMATA website.

8. If this is an ongoing requirement, please identify the incumbent contractor(s) as well as the contract and order number associated with their performance.

Please see response to Question #5. Additional information in reference to the contract will not be provided.

9. **RFP. Pages 16-17. Paragraph 17, Sub-Paragraph III, Key Personnel/Qualification:** Please confirm that one personnel per labor category is required to be submitted as “key.”

Please submit one resume per labor category, not for each levels within the category.

10. **SOW.** Pages 2 – 8. Experience Levels. WMATA has identified three levels of experience (i.e., Expert Level, Intermediate Level, and Junior Level) for each of the six positions. When pricing this proposal should contractors price out eighteen different rates (i.e., three levels for all six categories) or simply select the level we believe appropriate to price one rate for each position.

Pricing – Macro & Pricing – Micro spreadsheets will be required for submission.

11. **SOW. Page 9. Paragraph 3.4, Organization Conflict of Interest.** “WMATA requires that a Contractor-provided Organizational Conflict of Interest (OCI) plan be submitted at the time of its proposal.” Please identify whether this plan should be submitted as an independent document or as part of one of the volumes.

Either will work.

12. There is some overlap among the labor categories between CQ15144 and a separate RFP (FQ15124). Please clarify if there are any relationships between the two?

They are the minimal requirements if any other group within WMATA IT wanted to procure IT security staff outside the security department. They are independent in tasks as they relate to WMATA.

13. What technologies are in place? IDS? SIEM? Endpoint monitoring? Firewall? Web Proxy?

All these technologies are in place.

14. What specific vendor / technical solutions are in place for each technology?

Not for public disclosure.

15. How many systems are in WMATA's Enterprise?

There are approximately 20k devices.

16. How many networks / VLANS are monitored?

Not applicable, this is performed by another department within IT.

17. How many office locations are monitored?

Not applicable, this is performed by another department within IT.

18. Are organizational cybersecurity policies already in place?

Yes.

19. Describe the relationship between IT Security and IT Operations

They are both part of the overall IT Department.

20. Who is responsible for installation, operation, and maintenance of cybersecurity technology / devices?

IT Security.

21. Does IT Security have authority to make proactive changes in the IT enterprise in order to prevent security breaches?

Yes.

22. Describe the organizational structure of WMATA – to whom does the CISO report? To whom do IT Security and IT Operations report?

What is the relevance?

23. What Labor Category (ies) does WMATA intend to assign against the Identity Management Services requirement?

Application Security as an operational function.

24. How is this contract different from the WMATA's Staff Augmentation IDIQ, as most of these positions are similar to the positions listed in the staffing IDIQ?

Separate projects and vehicles for IT Security support.

25. Can we use WMATA's reference as part of our past performance?

Yes, if applicable.

26. Is it fair to guess that resumes of our proposed key personnel are only for representation purposes?

Yes, but please remember that personnel qualifications will be monitored closely.

27. What is total budget allocated for this contract?

Will not disclose

28. Our proposed rates at this phase are ceiling rates, which can be further discounted after the award at the task order level? Please clarify?

The Authority will award a Firm Fixed Price Contract. Task orders do not apply. Pricing will need to be rates that are non-negotiable after time of award.

In addition, the maximum not to exceed amount of \$250,000 will apply over the period of performance for anticipated hours beyond the standard forty (40) hours.

29. How is the incumbent performing?

Not disclosing.

30. How many resources (consultants) are currently supporting this program?

Yes, if applicable.

31. Is your "Identity Management Services" fully implemented?

Yes, if applicable.

32. If awarded, would our proposed resources be eligible to start the work immediately or would there be a secondary round of selection process through task orders?

Start work immediately.

33. Are there any major challenges in the current program?

Yes, if applicable.

34. The RFP states that there is only 1 FTE per labor category, but the descriptions in the PWS mention experience levels (expert, intermediate, and junior). Does WMATA anticipate surging manning levels for various projects?

No.

35. What is the approximate number of unique devices that have to be secured on the enterprise? Also, are there any stand-alone systems or networks that need securing?

There are approximately 20k devices.

36. Is WAMTA satisfied with their current technology solutions (e.g., network-based and end-point protections). Also, is there a technology upgrade/refresh budget?

Irrelevant to this solicitation.

37. There is mention of SOP and work flow creation. Does some of this currently exist or will the awardee be required to create these documents?

SOP's is a living process, and awardees will be expected to perform all aspects of an SOP lifecycle.

38. With only 30-days of transition allotted, we assume there is an incumbent doing the work? If so, with such a short turnaround, will there be an opportunity to capture the incumbent staff?

PLEASE RESPOND

39. Will there be a pre-proposal conference scheduled for interested vendors?

No

40. When is the anticipated award date?

Before the end of June 2015.

41. Are there any personnel security clearance requirements for this solicitation?

Not Applicable.

42. Are there any specific application-level scanning tools (e.g., HP WebInspect, IBM AppScan, Burp Suite, AppDetective) that WMATA prefers that the awardee use?

Yes. Vendors and versions are not being disclosed.

43. How many systems are there in total?

Not applicable

44. How is network currently being monitored in relation to security operations?

SOC.

45. Is there a Security Operation Center?

Yes.

46. Which requirements are currently being used for security compliance, state or federal?

All.

47. Are security personnel certifications required?

Preferred.

48. Has incumbent staff retention been an issue?

No.

49. What is the current level of effort?

37.5 Hours per week.

50. What type of security clearance(s) (if any) is required of the contractor and/or the contractor's assigned personnel?

Not Applicable: N/A

51. Will you entertain additional and/or alternate proposed labor categories?

No.

52. Can we submit multiple proposals to propose alternative or additional services?

The Authority is requesting for firm(s) to propose how they plan on managing cybersecurity services not product replacement.

53. Is there local or other travel associated with this contract?

There could be travel to any number of the field offices, however most travel occurs to our 2nd data center location.