**DEPARTMENT OF INFORMATION TECHNOLOGY**

# REQUEST FOR PROPOSALS (RFP) #060B8400002

# SECURITY AWARENESS TRAINING (SAT)

### QUESTIONS AND RESPONSES #1

Question 1:          When does the State anticipate making an Award for this RFP?

**Answer:**          **Award details will be posted in eMaryland Marketplace.**

Question 2:          Will the State of Maryland sign and return a mutual NDA?

**Answer:**          **See RFP § 1.37.**

Question 3:          Is the State seeking a managed-services solution?

**Answer:**          **See RFP § 3.1- 3.2.**

Question 4           Will the State please confirm that onsite support and administration of Offerors' proposed solution will be conducted remotely given that the request is for SaaS-based application?

**Answer:**          **Yes, onsite support and administration of a proposed solution can be conducted remotely.**

Question 5:          Section 4.4.2 states that an Offeror wishing to deliver a hard copy (paper) Proposal shall contact the Procurement Officer for Instructions.  Can you provide the instructions?

**Answer:**          **Proposals may be sent to DOIT; Attn: Daphney McCray; 100 Community Place; Procurement Department; Crownsville, MD 21032.**

Question 6:          Can you provide the name of the incumbent?

**Answer:**      **Security Mentor.**

Question 7:      Can you provide the awarded price for the current Security Awareness Support Services?

**Answer:**      **No.**

Question 8:      In reference to paragraph 3.3.4, Contractor-Supplied Hardware, Software and Materials, will there be a separate CLIN established or is it to be included in our total cost?

**Answer:**      **See RFP page 25.**

Question 9:      In reference to Attachment F, Financial Proposal Pricing Instructions, can the Financial Proposal price include the costs for all licenses required by the solicitation? Do those have to be specified separately any place?

**Answer:**      **Please see the instructions provided in Attachment F.**

Question 10:      If there are no MBE requirements, will a solicitation that has MBE subcontracting goals be considered more favorable or will it receive more points?

**Answer:**      **No.**

Question 11:      For 1.28 Verification of Registration and Tax Payment, would we be able to have this requirement waived? Currently we do not have a taxable nexus established in Maryland and do not want to create nexus by registering.

**Answer:**      **No. Under RFP § 1.28, businesses must be registered in the State of Maryland to respond to this solicitation.**

Question 12:      If we provided our Master Agreement/license agreement, will this supersede the sample contract? Will we be permitted to revise terms of the sample contract? Currently ownership and intellectual property clauses do not align with our products. (3.3.4.4)

**Answer:**      **No.  An Offeror, if selected for award, shall be deemed to have accepted the terms and conditions of the RFP and the Contract, attached to the RFP as Attachment A.  See RFP § 1.24.  Pursuant to the Contract, the contract and RFP take precedence over offerors' proposals.  See Attachment A § 2.2.**

Question 13:      If we are not in scope of storing or creating PII or other sensitive information, then are we out of scope of the Security Policy?

**Answer:**      **No.  The Security Policy applies to PII, sensitive information, and privileged information.**

Question 14:      Are we able to amend contradicting terms of the RFP? Will there be an opportunity to do so before submission of the RFP?

**Answer:**      **No.  DoIT reserves the right to amend the RFP in its sole discretion.**

Question 15:      Are we permitted to submit a VPAT in place of a certification for ADA and related visual compliance requirements? Although we strive to align our products and services with these certifications we do cannot certify full compliance.

**Answer:**      **No.**

Question 16:      For 3.4.6.2.3 and 3.4.6.3, is it permissible to comingle log data?

**Answer:**      **No.**

Question 17:      For support hours, are 9-6pm est acceptable?

**Answer:**      **No.  See RFP § 3.5.1.**

Question 18:      Under the affidavit for criminal convictions, it does not put a time limit on conviction history. Are we able to amend to conform to EEOC guidelines?

**Answer:**      **No.**

Question 19:     Will payment for the entire contract term (including multi-year) be paid upfront or otherwise net within the first year? Our concern is running into   fiscal year budget allocation issues.

**Answer:**     **See RFP § 4 ("Consideration and Payment") and RFP Attachment A (Contract) at Section 16.3 ("Multi-year Contracts contingent upon Appropriations").**

Question 20:     May subcontractors be included as part of the proposed solution?

**Answer:**     **Yes.**

Question 22:     What date does the State anticipate performance of the Contract to begin?

**Answer:**     **This will be determined after the award decision is made.**

Question 23:     Our company is newly founded.  We do have references and the product we are proposing also has been in business several years, however we are unable to submit documents for the past two years.  Is there something we can submit in place? When does the State anticipate making an Award for this RFP?

**Answer:**     **See RFP § 4.2.2.9.**

Question 24:     In Section 3.3.2, "Transition-Out Requirements", can you elaborate on what is meant by this? Does this mean that the State will own all of the content (i.e. security awareness training material, lessons, videos, exam questions, etc.) that is provided by the SaaS training program, and that the State will retain full rights to this content after the contract period is over? If so, does this also extend to ownership over the code or frameworks used in the actual platform / SaaS solution as well?

**Answer:**     **See RFP § 3.3.2.**

Question 25:        Does the State of Maryland prefer to continue funneling service desk support requests through DoIT personnel, or do they desire an independent pathway for users to directly have concerns addressed?

**Answer:**        **Service will continue as it is with DOIT personnel.**

Question 26:        During incoming transition, what format/file type are course materials currently in? Approximately what size are the associated data and resource files?

**Answer:**        **Current Courses are presented in Adobe Flash Player format. Pursuant to RFP Attachment Q, the solution must be provided in HTML 5 or higher. Files vary in size.**

Question 27:        During incoming transition, what is the format and size of any student records kept of course completions?

**Answer:**        **Records of course completion are saved as PDF certificates of completion; size in KB.**

Question 28:        What platform/LMS is currently being used to display the course?

**Answer:**        **The current platform is displayed in Adobe Flash Player through the incumbent's website.  DoIT does not want the new courses to be presented in that format.  Pursuant to RFP Attachment Q, the solution must be provided in HTML 5 or higher.**

Question 29:        What methodology/platform/LMS is currently being used to track student data and course participation?

**Answer:**        **Data and Course/End User and Agency Records which are accessible from the incumbent's website in Microsoft Excel format.**

Question 30:        What is the current approximate electronic data storage space requirement for a weekly backup set? For a typical year of data backups

**Answer:**          **See RFP §§ 3.3.3.1, 3.3.7, and 3.4.6.2(4).**

Question 31:     What formats/file types are associated with current course materials and resources?

**Answer:**          **PDF and Microsoft Excel.**

Question 32:     What formats/file types are associated with current student records?

**Answer:**          **See Answer to Question 29.**

Question 33:     What formats/file types are associated with current databases supporting course delivery, storage of student records, and archiving course data?

**Answer:**          **See Answers to Questions 29-32.**

Question 34:     Are student IDs currently assigned as randomized numbers, or are students identified with SSN's in training records? If SSN's were previously used, what was the last contract year in which they were associated with student records?

**Answer:**          **Student IDs are assigned based on employees' State email addresses.**

Question 35:     Please provide any known statistics on browser usage within your organization by type and version.

**Answer:**          **Internet Explorer 11 Version 11.0.9600.18816
Google Chrome Version 56.0.2924.87.**

Question 36:     Does State of Maryland prefer usability and accessibility testing to include focus groups of its own user groups, or will Contractor provided test groups and methodologies be acceptable?

**Answer:**          **Both are acceptable.**

**Question 38:**     Please provide device types that are most commonly used to access course ware within the organization and their frequency of use: laptops, desktops, tablets, etc.

**Answer:**          **Laptops, desktops, and tablets.**

**Question 39:**     Are all users equipped with devices that deliver audio output?

**Answer:**          **Yes.**

**Question 40:**     Are braille printers available to applicable users who may wish to download course handouts, study aids, checklists and other adaptive versions of adjunct materials that would be normally be offered to visually typical users as course resources?

**Answer:**          **DoIT does not provide this equipment, but Maryland state agencies with vision impaired employees may make braille printers available to affected employees/users.**

**Question 41:**     How many FTE's currently staff the Help Desk? How many Tiers of support are currently offered? What are the current SLA's for issue resolution?

**Answer:**          **15 FTE staff the Service Desk.  Individual state agencies may have additional FTE service staff.  See RFP § 3.6 for SLA requirements.**

**Question 42:**     Regarding Load testing and response speed test parameters, can you specify:
-Number of concurrent users
-Connectivity and local network parameters:      -For errors that may not occur at the HTTP level during a stress test, such as when the web server refuses a connection at the TCP network layer, may we assign an error message "Request Connection Timeout" to display for reporting this condition back in the load testing results, because there is no way to receive an HTTP Status Code for this? :
  -For clarity, the RFP states "The solution must provide appropriate user response speed of no more than 10 seconds", may we understand this to refer to an "Average Latency" measurement? Or

does State of Maryland desire us to meet a standard of no more than 10 seconds "Peak Response Time"?

**Answer:** **There are approximately 42,000 Concurrent Users (State of MD Employees). Internet speeds on NetworkMD vary from agency to agency due to connectivity and local network parameters. An error message may be used in the circumstance stated in the question. The response time referred to in the RFP refers to Average Latency measurements.**

Question 43: Regarding the requirements for student proficiency:
 -What is the current metric or cut score for successful course completion?
 -How many times may a student retake the course?
  -Are different end of course test versions presented for students attempting the exam multiple times?
  -How large is the pool of assessment items?
  -Are students returning from previous years allowed to challenge the material with a pre-test evaluation or given an alternate "refresher" version of the course?
What is the current process for approving finalized course content, revisions, and assessment items?
  -Are there different levels of awareness training instruction depending on employee user roles?

**Answer:** **Currently the courses are not scored, and all students have unlimited access to course material. Currently there is no test given at the end of the course. No pre-test evaluation is given. Currently, there are not different levels of awareness training instruction depending on employee user roles.**

Question 44: Will the availability of real time training data dashboards/utilities to stakeholders be acceptable in lieu of monthly reporting requirements for training completion data?

**Answer:** **Monthly reporting is required. Dashboards/utilities may be offered, but not in lieu of monthly reporting requirements.**

Question 45: Can federal past performance be used in place of State of MD contracts for TAB I

**Answer:** **No.**

Question 46:        TAB H, does all references have to be for security awareness training?

Answer:        **Yes.**