

1) For the following two statements:

o Provide project management resources to assist with technical projects as identified by the MSP or

CCOC, as needed.

o Provide technical engineering resources to assist with technical projects as identified by the MSP or

CCOC, as needed

The MSP contract usually covers a “defined set of equipment and services”. These statements imply a

unlimited amount of labor for project management and technical engineering as needed outside the RFQ.

Should labor for these tasks be included in the RFQ as an implied cost? Or better as a line item by hour as

defined and required based upon each technical project, and not included / imbedded in the RFQ monthly

costs?

Response:

It is recommended that potential bidders include a flat hourly rate for these services, as needed by CCOC.

2) For the following statement:

o Provide support for CCOC’s ability to recover based on the Recovery Time Objective (RTO) and Recovery

Point Objective (RPO) agreed upon by organizational constituents.

Since this is not defined and no parameters defined, it will be included in the service requirement as an

action item to define the RTO and RPO requirements with the organizational constituents within a period

of 60 days after contract award.

Response:

Understood. This would be established in subsequent contract language and/or Service Level Agreement (SLA). Recovery Time Objective (RTO) should focus on restoring the most important/critical systems and applications first to minimize impact on operations, includes regular backups, testing, setting up automatic failovers, and monitoring performance. An RTO needs to be developed and regularly updated for CCOC. The MSPs responsibility would be to consult on the development of the RTO and to support the RTO as needed. Recovery Point Objective (RPO) should be established as no longer than 24 hours. The MSPs role is to consult on appropriate RPOs for systems and applications and assist in recovery according to the established RPO.

3) For the following statement:

o Provide and manage an intuitive Multi-Factor Authentication (MFA) solution to verify user identities at

login, and to protect logins with multi-factor authentication.

Is the intent of CCOC to use MFA on everything or just on critical resources?

Response:

The intent is to use MFA on critical resources.

4) For the following statement:

o Provide vulnerability tests, both internally and externally, to determine flaws and potential threats from

the outside/perimeter of CCOC's business network

There was not any timing defined for this service requirement. Timing needs to be supplied in order to

adequately project the costs to the MSP and CCOC's RFP. Please provide timing ie: quarterly,

semiannually, or annually. Cost for this service requirement will be listed separately on the RFP Cost

sheet as an individual cost for 1 ea Internal Vulnerability test and 1ea external Vulnerability test and then

CCOC can select what they wish to have completed.

Response:

Bidders should price their proposals on their proposal that provides the best service to ensure vulnerability tests are performed on a regular basis. Bidders should employ a cost vs. risk approach in their proposal. It is possible that responses could unveil differentiators between proposal. For example, Bidder A proposes internal and external vulnerability tests at twice the frequency of Bidder B for the same cost.

5) For the following statement:

o Provide solutions and support for Single-Sign-On (SSO) service and be able to prove expertise in the given solution.

For SSO to work, there must be accurate, authoritative information about your users and the

application(s) that CCOC wants to include in SSO. Does CCOC want the SSO solution to seamlessly

integrate with all your applications? Does it need to include?

o Supports all CCOC cloud and SaaS apps

o Supports all CCOC on-prem apps

o Supports CCOC web access to “every” Web site that every CCOC users accesses where a password is

required? CCOC’s users will need to report every new web url.

Response:

The SSO solution should support “CCOC systems and apps”, but not third party apps such as websites where a password is required. The idea is that users should not have to sign in to the network, then sign in to Office 365, and sign on to Adobe, and sign on to Teams, etc.

6) For the following statement:

O Provide initial and ongoing secure provisioning support of any mobile device into the company network,

such as mobile phones and tablets. Establish and maintain a Mobile Device Management (MDM) strategy

and system recommendation to be included in response to this RFP.

In the event the device is lost or otherwise compromised, the MSP must provide a solution to easily wipe

corporate mail and contact data from the device while preserving the individual's personal information.

o CCOC does not indicate whether the MDM application will be owned by CCOC and managed as

part of the RFP.

o CCOC does not state how many devices that need MDM coverage broken down into smartphones or tablets.

o CCOC does not state if the MDM service needs to cover both IOS and Android devices.

o CCOC does not state whether the devices are all BYOD or Company owned devices.

o If the devices are BYOD devices does CCOC have the HR policies in place for the employees to

sign authorizing the installation of a CCOC application on their devices?

Response:

The CCOC does not own any Mobile devices currently being used by employees. The CCOC uses a Bring Your Own Device (BYOD) approach to mobile devices. Each employee (11 currently) have the ability to use Outlook, Teams, and Zoom on their phones. Some employees elect not to do so while others do.

The MDM service needs to cover both IOS and Android devices due to the BYOD approach and the fact the CCOC does not dictate which device an employee brings.

The CCOC does not currently have an HR policy that is robust enough to address remote wiping of corporate-only data nor installation on their devices. This is being worked on. Employees can currently opt out of BYOD and use their CCOC-issued laptops and desktops only.