

ASA.RFP.070123 Proposer Questions

Posted on 05/02/2022

Updated with Mandatory Proposer's Conference Question (#24)

Re-posted 05/10/2022

Question ID:	1
Proposer Name:	CSRA State and Local Solutions LLC
Date Submitted:	April 18, 2022 1:06 PM
RFP Section/Page No	5.2.2 SOC 2 Type 2 Requirement, Page 74
Question:	Please confirm that the SOC 2 Type 2 compliance applies to colocation only?
AUTHORITY Response:	No. Refer to Section 5.2.2. SOC 2 Type 2 Compliance Services are defined in Section 6, Table 5.2 Data Center Services.
Question ID:	2
Proposer Name:	CSRA State and Local Solutions LLC
Date Submitted:	April 18, 2022 1:06 PM
RFP Section/Page No	5.3.3.4 Existing HPC Software, Page 80
Question:	Should contract services include installation of additional HPC software at the request of ASA or ASA's HPC clients?
AUTHORITY Response:	Refer to Sections 5.6.1 and 5.7.2
Question ID:	3
Proposer Name:	CSRA State and Local Solutions LLC
Date Submitted:	April 18, 2022 1:06 PM
RFP Section/Page No	5.4 Security Operations Center (SOC), Page 85
Question:	Please confirm that the Authority wants include Libraries as part of the Security Operations Center (SOC) scope? If so will Table 10.5.1 AREN Services List to show the libraries as SOC services clients?
AUTHORITY Response:	Table 10.5.1 AREN Services List identifies clients with managed SOC services.
Question ID:	4
Proposer Name:	CSRA State and Local Solutions LLC
Date Submitted:	April 18, 2022 1:06 PM
RFP Section/Page No	5.4.2 Data Collection, Page 87
Question:	Did the authority intend to specify monthly vulnerability tests rather than penetration tests?
AUTHORITY Response:	Yes, ASA intended to specify monthly vulnerability tests. (SEE AMENDMENT 1, to be posted by 5/5/2022)

Question ID:	5
Proposer Name:	CSRA State and Local Solutions LLC
Date Submitted:	April 18, 2022 1:06 PM
RFP Section/Page No	5.8.2.1 Encryption of Private Data, Page 102
Question:	Is encryption of data at rest required for storage of sensitive Personally Identifiable Information for applications listed in Reference Table 10.5.8 AppDev Project List?
AUTHORITY Response:	Refer to Section 5.5.4
Question ID:	6
Proposer Name:	CSRA State and Local Solutions LLC
Date Submitted:	April 18, 2022 1:06 PM
RFP Section/Page No	6. Cost Proposal, Page 106
Question:	How will the Authority determine whether Offerors have provided complete pricing for all required services? To evaluate cost proposals for completeness, would the Authority consider adding a requirement for all Offerors to provide a cost narrative that includes, at a minimum, a description of what is included in each individual price, along with any assumptions that pricing is based on. This will allow the evaluators to verify that each Offeror has fully understood and accounted for the requirements for each service.
AUTHORITY Response:	Refer to Section 6 Cost Proposal, Page 106. Cost proposal must provide a total proposed cost for completing the requirements of this RFP in US currency.
Question ID:	7
Proposer Name:	CSRA State and Local Solutions LLC
Date Submitted:	April 18, 2022 1:06 PM
RFP Section/Page No	6. Cost Proposal, Page 106
Question:	The Cost Proposal Workbook and the Cost Proposal instructions do not refer to the Reference Tables Workbook. Would the AUTHORITY confirm that all tabs in the Cost Proposal workbook must be priced based on the minimum requirements specified in the Reference Tables Workbook? For example, all sites that require a Next Generation Firewall based on the '10.5.1 AREN Services List' tab of the Reference Tables Workbook must include a price for a Next Generation Firewall in the '5.1c AREN Internet & WAN Costs' tab of the Cost Proposal Workbook.
AUTHORITY Response:	Section 6 Cost Proposal, Page 106 of the RFP states: "The Cost Proposal must provide a total proposed cost for completing the requirements of the RFP." The requirements of the RFP are clearly stated and refer to the Reference Tables where applicable. Also, as stated in Section 6, Sub-Section Cost, Page 107: "The PROPOSER must

	identify any costs not captured in this table and alert the AUTHORITY immediately." Proposers should take note that Basic and Next Generation Firewall costs are requested in Section 6 Cost Proposal Workbook, Table 5.1d "AREN Other Services Costs".
Question ID:	8
Proposer Name:	CSRA State and Local Solutions LLC
Date Submitted:	April 18, 2022 1:06 PM
RFP Section/Page No	7.2 Evaluation Criteria and Weights, Page 116
Question:	Given the importance of transition, would the Authority consider scoring the Transition Management Section 8?
AUTHORITY Response:	Each subsection of the Technical Requirements refers to Transition Plan and will be scored as part of each section evaluation.
Question ID:	9
Proposer Name:	CSRA State and Local Solutions LLC
Date Submitted:	April 18, 2022 1:06 PM
RFP Section/Page No	7.2 Evaluation Criteria and Weights, Page 116
Question:	Can ASA clarify whether they will include Data Center Services, Additional Services, and Operations Security and Business Continuity technical requirements for scoring in the evaluation criteria weights?
AUTHORITY Response:	Section 5.2 Data Center Services is included in the scoring of the Alabama Research and Education Network. Sections 5.6 Additional Services, 5.7 ASA Business Operations, and 5.8 Operations Security and Business Continuity are included in the scoring of Operational Management.
Question ID:	10
Proposer Name:	CSRA State and Local Solutions LLC
Date Submitted:	April 18, 2022 1:06 PM
RFP Section/Page No	7.2 Evaluation Criteria and Weights, Page 116
Question:	"Operational Management" is an RFP evolution criteria. Please clarify what sections or requirements will be used to score operational management?
AUTHORITY Response:	Sections 5.6 Additional Services, 5.7 ASA Business Operations, and 5.8 Operations Security and Business Continuity are included in the scoring of Operational Management.
Question ID:	11
Proposer Name:	CSRA State and Local Solutions LLC
Date Submitted:	April 18, 2022 1:06 PM

RFP Section/Page No	9.3.2 Payment Procedure, Page 123
Question:	How will the Authority determine "satisfactory completion" of service?
AUTHORITY Response:	Refer to Section 9.3.9
Question ID:	12
Proposer Name:	CSRA State and Local Solutions LLC
Date Submitted:	April 18, 2022 1:06 PM
RFP Section/Page No	10.4.4 Professional Services Job Descriptions, Pages 144-151
Question:	Can required certifications for personnel be obtained between award and contract start date?
AUTHORITY Response:	Yes
Question ID:	13
Proposer Name:	CSRA State and Local Solutions LLC
Date Submitted:	April 18, 2022 1:06 PM
RFP Section/Page No	10.4.4 Professional Services Job Descriptions, Pages 144-151
Question:	Can experience be a substitute for education?
AUTHORITY Response:	<u>Experience may be substituted for education; it is the responsibility of the PROPOSER to demonstrate how the experience qualifies their personnel for each position. (SEE AMENDMENT I, to be posted by 5/5/2022)</u>
Question ID:	14
Proposer Name:	CSRA State and Local Solutions LLC
Date Submitted:	April 18, 2022 1:06 PM
RFP Section/Page No	Sub-Section Cost Tab
Question:	How will the Authority determine whether Offerors have provided complete pricing for all required services? To evaluate cost proposals for completeness, would the Authority consider adding back-up tabs for each of the missing items to the Cost Workbook. For example, the only items on the Sub-Section Cost tab with back-up tabs in the workbook are 5.1.1.1-5.1.1.3 and 5.2.
AUTHORITY Response:	Refer to Section 6 Cost Proposal, Pages 106 - 107.
Question ID:	15
Proposer Name:	CSRA State and Local Solutions LLC
Date Submitted:	April 18, 2022 1:06 PM
RFP Section/Page No	Principal Cost Tab
Question:	The Principal Cost tab contains a row to collect costs for 5.7 Business Opportunities. However, this item is not listed on the

	Sub-Section Cost tab. Would the authority add a row to the Sub-Section Cost tab to account for this item?
AUTHORITY Response:	Yes. A corrected Cost Proposal Workbook will be posted to the ASA website to include the Sub-Section Cost row for 5.7 Business Operations.
Question ID:	16
Proposer Name:	CSRA State and Local Solutions LLC
Date Submitted:	April 18, 2022 1:06 PM
RFP Section/Page No	Principal Cost Tab
Question:	The Principal Cost tab contains summation cells for all years that include the statement "Must agree with Table 2". There is no Table 2. Is this a reference to the Sub-Section Cost tab? If so, there is no place on the Sub-Section Cost tab that sums the total across all categories for all years. Would the Authority add a row for that?
AUTHORITY Response:	A corrected Cost Proposal Workbook will be posted to the ASA website identifying Sub-Section Cost as Table 2.
Question ID:	17
Proposer Name:	CSRA State and Local Solutions LLC
Date Submitted:	April 18, 2022 1:06 PM
RFP Section/Page No	5.1a AREN Fixed Fees
Question:	To ensure that all respondents use the same parameters for pricing, would the Authority please specify a contract type, billing unit, and charging frequency for each separately priced line item? For example, the Authority could specify that the MIA Network Management Fee is a Firm Fixed Priced, charged for each site on a monthly basis.
AUTHORITY Response:	The Cost Proposal Workbook identifies Monthly Recurring Costs (MRC) in Tables 5.1a, 5.1b, 5.1c and 5.1d.
Question ID:	18
Proposer Name:	Geeks and Nerds
Date Submitted:	April 18, 2022 3:59 PM
RFP Section/Page No	4.8.2 Key Positions, Page 34
Question:	The RFP has identified nineteen key positions. Section 4.8.2.3 on page 35 requires that the 10.4.3 – Key Positions Resume Sheet be provided for key individuals. In section 10.4.3 page 143 it states that "the Candidate agrees to be submitted for consideration exclusively by the PROPOSER." These key positions are currently filled by the incumbent and it would be assumed that the incumbent, if proposing, will have all these positions in

	<p>their proposal with current personnel. This requirement will require other proposers to replace all these positions with new employees which is a significant portion of the existing workforce. Is it the intent of ASA for non-incumbent proposer's key positions to not have experience with ASA clients and their needs?</p> <p>If a non-incumbent proposer were to win the contract the incumbent key position employees will know that they do not have a position after the contract start date. Are there mechanisms with the incumbent to keep these employees during the transition so that knowledge can be transferred? With this large of a key personal list, the incumbent has an unfair advantage of personnel familiar with the ASA work. Will the State reduce the number of key personnel required to submit resumes to increase competition?</p>
AUTHORITY Response:	ASA reviewed Key positions and have removed Graphic Designer, Web Developer, Business Analyst, and Technical Outreach Specialist. (SEE AMENDMENT 1, to be posted by 5/5/2022)
Question ID:	19
Proposer Name:	Geeks and Nerds
Date Submitted:	April 18, 2022 3:59 PM
RFP Section/Page No	10.4.4 Professional Services Job Descriptions, Page 144
Question:	Most of the job descriptions have a requirement of a degree. If a job description requires a degree but it doesn't mention an equivalency for years of experience can years of experience be substituted? If so, what are the years of experience that can be substituted for each degree?
AUTHORITY Response:	Experience may be substituted for education; it is the responsibility of the PROPOSER to demonstrate how the experience qualifies their personnel for each position. (SEE AMENDMENT I, to be posted by 5/5/2022)
Question ID:	20
Proposer Name:	Geeks and Nerds
Date Submitted:	April 18, 2022 3:59 PM
RFP Section/Page No	5.1.4.1 Service Availability, Page 63
Question:	The average monthly service availability for each AREN-related service must be greater than or equal to 99.9%. Do all service interruptions count towards this monthly service availability? For example, does inclement weather or fiber cuts, which are outside of the control of the contractor, count against the

	monthly service availability? If some service outages do not count against the monthly service availability what are those exceptions?
AUTHORITY Response:	Refer to Section 5.1.4.1 and Section 5.1.1.1.6
Question ID:	21
Proposer Name:	Geeks and Nerds
Date Submitted:	April 18, 2022 3:59 PM
RFP Section/Page No	10.5.8 AppDev Project List Sheet
Question:	There is a list of AppDev servers in the workbook. In the RFP there is no mention of any other servers. Does ASA have any other servers that they use? For example, is there a file share in use by ASA? If so what are the specifications of those servers?
AUTHORITY Response:	Refer to Section 5.6 Additional Services
Question ID:	22
Proposer Name:	Geeks and Nerds
Date Submitted:	April 18, 2022 3:59 PM
RFP Section/Page No	5.6.5.3 Microsoft365
Question:	Is there a default OneDrive storage size requirement as part of Microsoft 365?
AUTHORITY Response:	No
Question ID:	23
Proposer Name:	CSRA State and Local Solutions LLC
Date Submitted:	April 4, 2022 1:45 PM
RFP Section/Page No	Section 2 RFP Schedule of Events, Page 18
Question:	Section 2. RFP SCHEDULE OF EVENTS page 18 - Item number 7. Titled "Deadline for Submitting Proposal" identifies 7/01/2022 as the submission date. However, the ASA website https://www.asc.edu/content/RFP-Professional-Services-POSTED states that "Proposals due 7/01/2023by 11 AM." GDIT understands the RFP due date is 7/01/2022 per the RFP, but wanted to make the RFP Coordinator Troy University and ASA aware of the discrepancy from the website and RFP document posted on the website.
AUTHORITY Response:	The proposals are due on July 1, 2022. Post was updated on 4/4/2022.
	FROM MANDATORY PROPOSER'S CONFERENCE
Question ID:	24
Proposer Name:	Benjamin Henrie - Geeks and Nerds
Date Submitted:	May 5, 2022
RFP Section/Page No	Section 4.1 Subcontractors, Page 28

Question:	If we have a subcontractor and they have 30% and let's say the work area grew after the proposal, does that affect the 30%? Is it the original proposal price or is it just 30% of the overall price?
AUTHORITY Response:	Refer to Section 4.1 and Section 9.3.11