

Questions and Answers on CITSS Technology Assessment RFP

Q1. Could you, please, let us know the proportion of the audit work that must be done on-site at CSRA's facilities and where the final report has to be presented?

A1. *Based on the experience of the offeror in completing similar projects, the offeror should determine whether it is necessary to complete the assessment on-site and the proportion of time required to complete the tasks as outlined in the State of Work.*

The successful offeror will have three options for presenting the final report.

- a) If the successful offeror is located near Sacramento, California, the on-site presentation can be at WCI, Inc.'s main office in Sacramento along with web/video conference to accommodate the Participating Jurisdiction members from Ontario and Quebec.*
- b) If the successful offeror is located near Toronto or Quebec City, the on-site presentation can be in Toronto or Quebec City along with web/video conference to accommodate the other Participating Jurisdiction members.*
- c) The successful offeror shall also have the option to present the final report through web/video conference only.*

Q2. Technical Approach to the Assessment (RFP Section 6.3, pg. 17): The RFP states several important requirements must be addressed in this section of the proposal, including an outline of the technical approach for each task, administrative and operational management controls, description of how Offer's skills and knowledge of prior projects will be applied to the CITSS IT Assessment, demonstration of understanding of project objectives, a timeline, risk assessment, and alternatives and options for each task.

A2. *Please refer to our response below.*

Q2a. The RFP seems to request that all this information be included in "a brief (one page or less) outline..." Would WCI consider allowing more proposal pages to address these requirements?

A2a. Yes, WCI, Inc. will consider more proposal pages to address the requirements.

Q2b. A timeline is required as part of the Technical Approach in RFP Section 6.3 and appears to be required as part of RFP Section 6.4. Can the timeline be excluded from the page limitation for the Technical Approach to the Assessment, and supplied as part of the response to the requirement for "Draft Technology Assessment Plan and Schedule"?

A2b. Offeror's can include the timeline in the Draft IT Assessment Plan and exclude the timeline from the Technical Approach section by simply noting in the Technical Approach section that the timeline is presented in the Section 6.4 Draft IT Assessment Plan.

Q3. In the Section 4 of RFP 2017-01 the SOW lists 5 subtasks under Task 2 and then has Task 3 for Preparing and Presenting the Draft and Final IT Assessment Reports. However, in Section 7, there are 6 subtasks in listed for Task 2 with the presentation of Technology IT Assessment Results listed as subtask 2.6. Should the hours and cost of the presentation of Technology IT Assessment Results be included as Task 2.6 or as part of Task 3?

A3. *Offerors should provide the hours and costs of the presentation of the final Technology Assessment Report as part of Task 3.*

Q4. Attachment E, Contract Insurance Requirements: Will WCI, Inc. consider any negotiations to the insurance requirements?

A4. *Yes, WCI, Inc. will consider Offerors' proposed insurance requirements.*

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- Q5. Attachment H, References: Where should Attachment H be placed within the proposal; as part of the Technical Proposal (as described in RFP Section 6.1) or in a separate section (as described in that table on RFP page 13)?**
- A5.** *Offerors should include the Attachment H: Offerors References Form as a separate section as described in the RFP on page 13.*
- Q6. Will CSRA provide access to a fully functional test environment that mirrors the production environment setup?**
- A6.** *Yes, CSRA will provide a test environment to complete the assessment.*
- Q7. Will CSRA provide the CITSS IT Assessment Contractor with CITSS user accounts configured to access all CITSS functionality?**
- A7.** *Yes, CSRA will provide the necessary information to complete the assessment.*
- Q8. It appears that WCI is looking to assess the security of the CITSS as deployed, as well as the review the security measures taken around data security and application development process. Please confirm.**
- A8.** *Yes, Offerors should plan to assess the security of CITSS as deployed as well as the security related to data and the application development process.*
- Q9. The RFP calls for a code review. Is there a specific group of items that WCI is focused on with regard to the code? Are you looking for an automated/software based review?**
- A9.** *The key focus of the RFP is to ensure that CITSS is capable of scaling to meet the future needs of WCI, Inc. and the Participating Jurisdictions and that CITSS is sustainable. This requirement has inherent elements such as security, maintainability, and adaptability. For this reason, an automated as well as a manual code review would help answer the question related to the key focus areas.*
- Q10. Can you provide more clarification regarding “internal measures for maintaining application security as a continuous process?”**
- A10.** *This requirement is to assess if CITSS security controls are adequate, designed and architected in a way that would allow for expansion and the inclusion of new security features and patches.*
- Q11. Is vulnerability scanning of the production deployment in scope?**
- A11.** *Yes, WCI, Inc. would expect vulnerability scanning of the production environment.*
- Q12. Does CSRA have a SOC report of any kind?**
- A12.** *CSRA has a SOC 1 report from September 2013. The information contained in this document is Amazon, Inc. proprietary and confidential commercial or financial information that is exempt from disclosure pursuant to 5 U.S.C. 552(b)(4) and 18 U.S.C. 1905 and subject to the protection of the Non-Disclosure Agreement entered by Amazon and the CSRA. The information contained within this document may not be disclosed to third parties without prior written consent from Amazon and should not be duplicated, used or disclosed for any purpose other than the originally intended purpose.*
- Q13. In the sub-bullet 4.2.3, what is meant by “Certification” as it relates to the physical hosting facility?**
- A13.** *In the RFP, “certification” under sub-section 4.2.3, means any documentation certifying the physical security of the hosting facility. If deemed necessary by the successful offeror, the successful offeror may review such certification(s) related to physical security of the hosting facility provided by the hosting service provider.*

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- Q14. Does WCI desire a review router configuration from a security and reliability perspective, firewall configurations, server configurations, etc.?**
A14. *Yes, WCI, Inc. would expect a review of router configuration from a security and reliability perspective, firewall configurations, server configurations, etc.*
- Q15. Will the consultant team have access to the specific individuals from CSRA who developed and operate the CITSS?**
A15. *Yes, the consultant team will have access to CSRA's personnel that developed and operate the CITSS application.*
- Q16. Where are the CSRA personnel located (e.g., in the same location in Virginia)?**
A16. *The CSRA team is located in Charlottesville, Virginia.*
- Q17. Will access to those interviewed (e.g., WCI and CSRA) be unlimited?**
A17. *The required support team will be available during the period of the IT Assessment.*
- Q18. Will the following personnel be available: Project Manager, Design/Architect, Analysts, Programmers, Testers, IT Infrastructure Technicians, etc.?**
A18. *Yes, CSRA personnel will be available during the period of the IT Assessment.*
- Q19. How will access to the software be provided? Including programming/source code?**
A19. *CSRA will provide a test environment and all necessary information to complete the assessment. CSRA will provide a .zip file containing the source code for the CITSS version in production at the time of the review. The file will be provided to the successful offeror via CSRA's secure file transfer service.*
- Q20. Who from WCI and the jurisdictions are leading this project? How much involvement is expected throughout the project via project governance, as well as in fact finding, analysis, and reporting phases of work?**
A20. *Offerors will have an opportunity to work directly with WCI, Inc. staff as well as jurisdiction staff to complete the assessment. Staff from WCI, Inc. and the jurisdictions will be available throughout the IT Assessment to support the work of the successful offeror.*
- Q21. What jurisdiction personnel will be involved on the project? Where are these personnel located?**
A21. *Jurisdiction personnel involved on the project will include technical subject matter experts and end users of the application located in Sacramento, California; Quebec City, Quebec; and Toronto, Ontario.*
- Q22. What project management artifacts are available for the CITSS systems development project, including project plans, progress reports, risk assessments, etc.**
A22. *Agile project management artifacts including release plans for each major CITSS version, the product backlog, version reports and other agile project management artifacts will be available to the successful offeror.*
- Q23. We are looking for progress payments along the way tied to delivery milestones. A fair and reasonable payment process. There are milestones that can be scheduled during the project tied to delivery and the project schedule. What criteria are you planning to use for ongoing payments?**
A23. *WCI, Inc. will release payment of invoices upon WCI, Inc.'s acceptance of each project deliverable. Offeror's may propose additional payment terms for WCI, Inc.'s consideration.*