



## NOTICE

ADDENDUM 1

FLORIDA VIRTUAL SCHOOL

Date: 7/18/2024

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RFP01-2404010B01-CSMSRR-XXXXXX; Managed Security Service Provider is hereby amended by the following change(s):

Page #1, Solicitation Schedule of the Solicitation Document which reads as follows:

Bid Due Date/Time	All responses due. The names of the respondents announced.	July 23, 2024 no later than 2:00 PM EST	Public Zoom Conference
Proposal Evaluation Committee Meeting	Responses evaluated to identify shortlisted proposers for interview.	July 31, 2024 10:00 AM EST	Public Zoom Conference
Presentation and/or Interviews (optional)	Scoring (Public Meeting)	August 07, 2024 10:00 AM EST	Private Zoom Invite for interview
Notice of Intent to Award Date (Tentative)	Public notice of FLVS intentions to proceed	August 07, 2024	N/A

Deleted and replaced with:

Bid Due Date/Time	All responses due. The names of the respondents announced.	July 29, 2024 no later than 2:00 PM EST	Public Zoom Conference
Proposal Evaluation Committee Meeting	Responses evaluated to identify shortlisted proposers for interview.	August 05, 2024 10:00 AM EST	Public Zoom Conference
Presentation and/or Interviews (optional)	Scoring (Public Meeting)	August 12, 2024 10:00 AM EST	Private Zoom Invite for interview
Notice of Intent to Award Date (Tentative)	Public notice of FLVS intentions to proceed	August 12, 2024	N/A

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1.

**What was the annual spending on this project last year? If this is a new contract, what is the annual budget?**

Historical spend is not applicable to this RFP.

2.

**How many vendors would be awarded?**

FLVS intends to award the best-value supplier but may award to multiple suppliers if it is in FLVS's best interest.

3.

**Does an out-of-state vendor need to be registered with Sunbiz Florida at the time of submission?**

No

4.

**Any SIEM solution currently you are using? If yes, please mention the product/solution name**

Secureworks, TAEGIS

5.

**Are you looking for a new SIEM solution deployed in the environment?**

Yes

6.

**What Network Traffic Monitoring solution in place today?**

Isensors from Secureworks

7.

**Are you looking to have Network traffic monitoring Sensors to be deployed in FLVS?**

Yes

8.

**Are you using any MDR/XDR solution currently in the environment?**

SecureWorks

9.

**Are you using any IDS/IPS solution currently in the environment?**

SecureWorks

10.

**What is your requirement for log retention?**

1 year in cloud, then archiving thereafter

11.

**How many users are in the network? Or Employees?**

About 4000 employees

12.

**How many events (system events/syslog's/FW logs, etc.) per second/day are we looking at? (EPS)**

Events per second: 6,000

13.

**What is the daily data usage or logs flowing (GB per day) in the environment?**

Compressed Data: 60GB a day

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14.

**What Endpoint Detection & Response (EDR) solution do you use (if any)?**

Due to cybersecurity risks, FLVS will not disclose publicly. Details will be discussed with the awarded proposer.

15.

**Please mention any other security solutions (WAF, Email Security etc.,) that FLVS is using in the environment**

We have many, but due to cybersecurity risks, FLVS will not disclose publicly. Details will be discussed with the awarded proposer.

16.

**Are all Servers/endpoints in the scope for SIEM, 24X7 SOC Monitoring and MDR Services? If yes, please let us know the total count# of In-scope assets (Servers and endpoints) for MDR services**

Currently we have 1400 sources in our MSSP, and the sources cover alerts and information for all servers and end user desktops. Due to cybersecurity risks, FLVS will not disclose publicly. Details will be discussed with the awarded proposer.

17.

**How many Network devices do you have in the Network?**

100

18.

**How many Log/Event sources do you have today in the Network that are In-scope for SIEM and MDR services?**

1400 sources in our current solution

19.

**What is the size of your IT Team? How many of them work in the Security department?**

12 full time staff on the FLVS Information Security (Cybersecurity) team

20.

**Do you have infrastructure hosted in the cloud (AWS, Azure, GCP, etc.)?**

Yes

21.

**Do you want to have endpoint telemetry logs enabled in the environment?**

Yes

22.

**How many total locations do you have and how are they connected today?**

40

23.

**Does any of the requirement need on-site availability of personnel?**

No

24.

**Do you need SOAR capabilities enabled?**

Yes

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25.

**Total no of Data centers and branches/sites for connectivity**

FLVS has one primary office/headquarters and 40 additional brick-and-mortar sites where instruction is provided for the Department of Juvenile Justice. FLVS has 2 data centers and operates in the cloud.

26.

**Does FLVS have any cloud services that are In-scope to on-board to SIEM and provide MDR services?**

Yes, FLVS has cloud services. These services are in the scope of the MSSP need. Details will be provided to the awarded proposer.

27.

**Any SAAS Applications running ? If yes, please mention the count**

Yes. 10

28.

**Any Remote Users working? If yes, please mention the count**

Yes, most staff members work remotely, approximately 4000 employees.

29.

**Are you using Microsoft O365 for emails or any Exchange servers?**

Yes

30.

**Please confirm that the FLVS is looking for a solution that performs patch (automatic and manual) and Vulnerability management. If yes, what is the In-scope assets for full blown VMS solution?**

This is not in scope as a requirement, but if it is offered, please list it as an additional service with pricing in the additional pricing section of your response.

31.

**Please confirm that the FLVS is looking for a pen testing both external and internal networks**

FLVS is looking for automated pen testing at certain time intervals. Per the scope (page 20) this is for both external and internal networks.

32.

**Please confirm that the FLVS is looking for a security awareness campaigns and phishing attacks simulation and testing, if yes, please provide the count on #number of users**

This is not in the scope of this solicitation. Respondents may offer this service under value-added or optional services

33.

**Please provide a breakdown of the below devices:**

- a) Servers (Please mention count on Windows, Linux any other OS and count on Virtual/Physical)
- b) Workstations (Please mention count on Desktops, Laptops and count on Virtual/Physical)
- c) Network devices (Switches/Routers/Friewalls) - Please mention the product vendors for Switches/Routers and Firewalls

Due to cybersecurity risks, FLVS will not disclose publicly. Details will be discussed with the awarded proposer.

34.

**Please provide a list of all external IP ranges that are in scope for testing:**

Due to cybersecurity risks, FLVS will not disclose publicly. Details will be discussed with the awarded proposer.

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35.

**Please provide a list of all internal IP ranges that are in scope for testing:**  
Due to cybersecurity risks, FLVS will not disclose publicly. Details will be discussed with the awarded proposer.

36.

**Please provide a list of all URLs for applications that are in scope for testing,, if any:**  
Due to cybersecurity risks, FLVS will not disclose publicly. Details will be discussed with the awarded proposer.

37.

**Please provide any testing credentials that are required for testing (if applicable):**  
N/A

38.

**We assume endpoints means end user computers. If this is correct, can you also provide counts and model information of firewalls, switches, routers, and other devices to be monitored?**  
FLVS has around 9,000 end points of various types, computers, switches, firewalls, etc.

39.

**Please provide information on the existing user laptops, including existing protection services. Also, can you provide information on the typical time spent online. Is the device dedicated to FLVS services?**  
All user devices are protected with best practice measures. They are used in remote environments for the entirety of the working day. Per policy, they should not be used for personal reasons.

40.

**Does FLVS currently use a SIEM or similar logging system? If so, can you provide information on existing log traffic volumes?**  
Events per second: 6,000

41.

**Does FLVS currently employ DDOS protection services? If not, should we quote separately?**  
Yes. Proposers are encouraged to quote separately for additional services and pricing.

42.

**FVLS mentions "Periodic external/internal network vulnerability scanning, penetration testing, and social engineering evaluations." (page 20)**  
a. Does FVLS intend for Penetration Testing to be manual red team testers or is automated pen testing acceptable?  
b. Please provide requested interval. EG, weekly, monthly, quarterly?  
c. Will we have access to a VM or be able to place an appliance on site?  
a. Automated; b. Interval is negotiable; c. Access to VM is an option.

43.

**Requirement 53. Can you provide more detail on security assessment and compliance audit requirements? We offer full GRC/Pen Testing/ and similar services, however these are generally quoted separately from our cybersecurity services.**  
a. Do you have an existing IRP or do we need to jointly develop?  
b. Is there an interval that you would prefer for tabletops, readiness assessments, etc.?  
A. FLVS has an IRP.  
B. Yearly would be ideal.

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44.

**Requirement 54: Can you provide information on the SIS and LMS systems you use and your “custom” requirements? We have integrated with multiple systems previously, though the details relate to potential costs.**

These are home grown systems.

45.

**What MFA solution are you using?**

FLVS uses a very well-known MFA solution. Due to cybersecurity risks, FLVS will not disclose publicly. Details will be discussed with the awarded proposer.

46.

**What phishing and email protection system(s) do you use?**

**a. Are these meeting your needs or are you looking for alternative solutions?**

FLVS uses a very well-known solution. Due to cybersecurity risks, FLVS will not disclose publicly. Details will be discussed with the awarded proposer. The current provider is meeting FLVS needs, however proposers may include an alternate solution in the optional pricing and services area of the RFP.

47.

**What current Microsoft services do you use? Are there any changes planned in the foreseeable future?**

Due to cybersecurity risks, FLVS will not disclose publicly our current Microsoft services. Details will be discussed with the awarded proposer. FLVS does not anticipate a change in our Microsoft usage in the future.

48.

**Can we quote separately on an hourly basis? (Incident response – Requirement 52)**

Yes

49.

**Compliance audits and compliance to NIST**

**a. Does FLVS use the NIST CSF as it’s existing framework? or perhaps 800-171?**

**b. Have audits been performed in the past? If so are results available under NDA?**

**c. Are you looking for vCISO or similar consulting guidance? If so, to what extent so we can include in our proposal.**

- a. NIST CSF
- b. Yes and Yes
- c. No

50.

**Related to the question about existing SIEM, can you provide any information on usage so we can estimate log volume? For example, average user online time per month?**

6,000 events per second

51.

**Questions on Quantities and Users**

- a. Can you please tell us the number of server VMs (cloud and on prem)?
  - b. What are the log retention requirements (90 days -10 years)?
  - c. Can you please tell us the number of main data center firewalls with internet bandwidth?
  - d. Can you please tell us the number of o365 mailboxes?
  - e. Can you provide the breakdown (students vs faculty) of the 5600 users?
- a. Cannot reveal this due to cybersecurity risk – more than 100 less than 1000

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- b. 1 year in cloud
- c. 6
- d. ~ 6000 – included users and shared mailboxes
- e. Approximately 4000 FLVS employees.

52.

**Will this be a new contract arrangement or is there an incumbent contract in place where users and teams are already familiar with the process and procedure of working with an external provider? e.g. Are decision hierarchies and escalation trees documented and understood?**

This will be a new contract with the awarded proposer of this RFP. Decision hierarchies and escalations trees will be finalized during contracting with the awarded proposer.

53.

**Of the estimated 7,000 devices, how many are shared versus assigned devices? Is there a recent inventory of equipment and hardware, including number, type, and warranty (if any)?**

99% assigned devices

54.

**Is there a recent audit of systems, including number in ingresses and egresses and when was this last documented?**

FLVS has had an audit and use a service to help with this.

55.

**Are we correct in assuming Microsoft SSO is the application being used for authentication and access, or is there another access management system in place?**

For security reasons, we will not publicly disclose our SSO application.

56.

**What tool if any is currently being used for privilege escalation?**

This can be discussed with the awarded proposer.

57.

**Has a previous tool been used for external/internal network vulnerability scans, and if so, are those reports available?**

Yes, after signing the NDA with the awarded proposer.

58.

**What SIS, and LMS is currently being used and what level of integration is expected?**

Home grown systems, FLVS would at least like to see IAM in the solution.

59.

**Of the noted 5,600 users for developing the user-based cost proposal, what is the estimated number of FTE users compared to students and/or estimated number of email accounts?**

4,000 users is an estimate of FLVS full-time employees only.

60.

**Number of Employees?**

Currently at around 4000

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61.

**Number and Type of Firewall?**

Due to cybersecurity risks, FLVS will not disclose publicly. Details will be discussed with the awarded proposer.

62.

**Type of end-point protection / anti-malware?**

Due to cybersecurity risks, FLVS will not disclose publicly. Details will be discussed with the awarded proposer.

63.

**Any Netflow solution?**

Due to cybersecurity risks, FLVS will not disclose publicly. Details will be discussed with the awarded proposer.

64.

**List cloud services / cloud environments in-scope (O365, AWS, etc.)**

Due to cybersecurity risks, FLVS will not disclose publicly. Details will be discussed with the awarded proposer.

65.

**Number and type of servers in-scope**

Review Section 5 of the RFP document.

66.

**Number and type of PCs/Laptops in-scope**

The number is 5600. Due to cybersecurity risks, FLVS will not disclose publicly the type of PCs/Laptops. Details will be discussed with the awarded proposer.

67.

**What level of response is requested**

7

68.

**Validate and escalate only, with response support as needed 24x7?**

Insufficient context to answer this question.

69.

**Validate and escalate during business hours; remediate according to defined SOP during off-hours?**

Insufficient context to answer this question.

70.

**Any additional services to bundle?**

- Vulnerability Management
- Phishing / Awareness Training
- Annual IT Risk Assessment
- Audit / Advisory Support

No, however proposers may offer these services under Section 6.4 of the RFP.

71.

**If multiple locations how does each site communicate both network and internet?**

With Network Interface Cards

72.

**Number of students?**

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FLVS services over 200,000 students per year. However, only 1600 students have devices provided and monitored.

73.

**We request FLVS to provide an extension of minimum two weeks post providing of responses to the questions to carry out necessary changes in the proposal efficiently.**

We will not be extending the submission due date

74.

**"AS per the RFP ""We understand FLVS requires SIEM tool access**

- 1. Please provide further details on the access requirements (E.g Read, Write)**
- 2. The count of employees of FLVS that will require access"**

1. Read access to query, get reports, etc. Write access to add event collections to it.
2. Less than 20.

75.

**Is it possible for FLVS to share the current spend on the technologies in scope. This can help us bring the cost benefit to FLVS**

Historical spend is not applicable to this RFP. Please offer your most competitive price for all services covered in the scope of this RFP.

76.

**We presume proposer is expected to provide technical/functional specifications and other responses in Word format as per the response's checklist along with a forms PDF duly filled, Please confirm?**

Yes

77.

**Please confirm if the Manufacturer or Tool provider can directly bid for this deal?**

Yes, as long as the respondent can meet the scope and requirements.

78.

**Could you please share the Events per second (EPS) generated (Average EPS and Peak EPS) which will help us size and cost the solution appropriately.**

6,000 events per second

79.

**What is your log retention requirement and is there any data residency requirements as per the compliances. Please clarify**

1 year in cloud, then archived.

80.

**Please provide the ticket data for last 6 months consisting of ticket priorities, incidents, service requests, change etc**

Less than 300 tickets per month.

81.

**Number & Type of devices i.e. security, network, servers etc.to be integrated with SIEM tool.**

1400

82.

**Do you expect SOC to provide any compliance specific reports like ISO 27001, PCI, HIPPA etc.?**

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NIST CSF

83.

**"Functional Specification states ""Must be able to provide custom integration solutions into the provided SIEM tool with FLVS' SIS and LMS."" Please clarify**

**1. What are SIS and LMS system?**

**2. Is the proposer expected to carry out custom signature creation activity to ingest logs of the above-mentioned systems, please confirm?"**

A1. Home grown solutions

A2. Yes

84.

**What is delivery model and the FTE present of the current/existing SOC services?**

Per Device. Our FTE is about than 4000

85.

**Please confirm if FLVS is looking for a shared services model or a dedicated delivery model?**

FLVS will consider either option, but expect accurate coverage and attention if a shared services model is used.

86.

**Is the dedicated resources expected to be on-site at FLVS location or onshore/offshore location of the proposer?**

Resources are not expected to be onsite.

87.

**As RFP says "Service shall support SOAR (Security Orchestration, Automation and Response) capabilities". We understand that the SOAR requirement is to automate the incident response automation. Is it an exclusive ask or optional one?**

It's a requirement

88.

**What are FLVS current DC locations where all the infrastructure is hosted?**

FLVS has two data centers. Locations will be disclosed to the awarded proposer under an NDA.

89.

**Count of Live IP's/Hosts (Internal & external) to be scanned i.e internal & internet facing.**

Due to cybersecurity risks, FLVS will not disclose publicly. Details will be discussed with the awarded proposer.

90.

**Is the PCI led vulnerability scanning also in scope? If yes, please provide the count of Live IP's/Hosts (Internal & external) coming under purview of PCI environment?**

No

91.

**Is Policy Compliance Scanning (Compliance assessment & Configuration management) is in scope? Please provide the list/count of assets in scope?**

No, this is not in scope, however this may be listed as an optional service in Section 6.4 of the RFP. 9000

92.

**We understand Penetration testing (PT) is in scope, please clarify if the PT is specific to infrastructure devices and/or application?**

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Both

93.

**Please provide the IP's (Internal and External) of infrastructure devices and/or application which is part of PT scope.**

Due to cybersecurity risks, FLVS will not disclose publicly. Details will be discussed with the awarded proposer.

94.

**Please provide the frequency of scans for vulnerability scanning and Penetration testing respectively (Monthly, Quarterly, Half yearly)**

This is negotiable; monthly is preferred for automated scanning.

95.

**We presume FLVS will own the licenses/warranties of the tools procured for all the in- scope items as part of this RFP, please confirm or clarify?**

If the proposed solution requires the purchase of software licenses and maintenance that cost needs to be included in the cost proposal. Any deviation from this model may be priced in Section 6.3.

96.

**We understand MSA along with SOW in the forms package is not editable and will be used for later stages for contract signing where proposer will have to create and submit as per the template. In case there are any changes required in the MSA/SOW, it needs to be explained in the Exception/Alternatives section as part of this submission. Please confirm?**

Yes, if there is a requested change to the MSA/SOW, it needs to be listed in the Exception/Alternatives section to be contemplated.

97.

**Please clarify the difference between Proposer/Respondent and Contractor?**

Please see the definitions in Section 8, page 35 of the RFP. "Respondent" or "Proposer" means the company, organization or contractor submitting a proposal in response to a published solicitation. "Contractor" is the awarded provider of the RFP goods or services.

98.

**We see the MSA is addressed to the contractor, please clarify if MSA will be signed between FLVS and OEM's/Manufacturer or System Integrator/Solution Providers?**

The MSA will be signed between FLVS and the awarded proposer(s).

99.

**Is FLVS open to exploring non-USA based hybrid options to provide the requested services and solutions? Our clients typically want to leverage these offshore options to get access to our global pool of cybersecurity professionals in a cost-efficient manner.**

Yes, FLVS will consider proposals that include non-USA based hybrid options, however all communication shall be in English. Please note that per Fla. Stat. 287.138, FLVS cannot award to a Proposer that: a.) is owned by the government of a Foreign Country of Concern; b.) is organized under the laws of or has its Principal Place of Business in a Foreign Country of Concern, and; c.) the government of a Foreign Country of Concern has a Controlling Interest in the Proposer's entity.

100.

**Can FLVS provide any information on the budget required to support these services? (E.g., budget details)**

We are not providing budget information at this time.

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101.

**Is the FLVS currently using any service providers that are assisting the FLVS in performing the requested services? If so, who are these providers?**

Yes, Secureworks

102.

**Does FLVS plan to select a single vendor or multiple vendors to provide these services?**

FLVS intends to award the best-value supplier, but may award to multiple suppliers if it is in FLVS's best interests.

103.

**Please share the other questions/ answers from other vendors.**

All questions and answers submitted by the question due date are included in this Addendum 1.

104.

**You stated in the RFP: 5600 (FTE + Students you provide laptops for), but:**

- **How many more students, beyond the student portion of the 5600, interact on your network while using their own laptops?**
- **Or: How many FTE + total students (even those with their own laptops) interact with your network?**

Students using personal laptops do not interact with our network.

105.

**How many external IP addresses do you have with open ports to the internet?**

Due to cybersecurity risks, FLVS will not disclose publicly. Details will be discussed with the awarded proposer.

106.

**Would you like email phishing testing?**

This is not in the scope of this solicitation, however this may be listed as an optional service in Section 6.4 of the RFP.

107.

**Is there an estimated budget for this contract and if so, what is the amount?**

We are not disclosing the budget at this time.

108.

**Does FLVS want the forms to be included in final FLVS proposal or does FLVS want the form packet uploaded separately or both?**

Uploaded separately per the RFP instructions.

109.

**What is current ingest to SIEM today?**

1400 sources

110.

**Does FLVS want the provider they are selecting to bring an IDS/IPS solution as part of the offering?**

Yes

111.

**What Phishing mailbox is used today? What do you want your provider to do with incidents reported to that inbox?**

Investigate, triage, and escalate if needed.

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112.

**What is expectation for the provider in regards to the Vulnerability scanning? Do you want a provider to run scans or just provide you the solution?**

Provider should both run scans and provide solutions.

113.

**Can vendor provide 24x7x365 support from their offshore location?**

Yes, FLVS will consider proposals that includes support from an offshore location, however all communication shall be in English. Please note that per Fla. Stat. 287.138, FLVS cannot award to a Proposer that: a.) is owned by the government of a Foreign Country of Concern; b.) is organized under the laws of or has its Principal Place of Business in a Foreign Country of Concern, and; c.) the government of a Foreign Country of Concern has a Controlling Interest in the Proposer's entity.

114.

**In reference to "11. Are there any paid support options? If yes please provide the details."**

**Que: What does paid support options mean?**

This question is asking if there are additional premium support options that would not be included in the standard support required as part of the proposal. If there are premium support options, provide details of what is included in those options and their associated costs.

115.

**Is FLVS looking for New MDR Solution (XDR/SIEM/SOAR) which can integrate/work with your existing other security solutions?**

No

116.

**Is FLVS looking for Centralized Monitoring infrastructure in Scope?**

Yes

117.

**What is total no. of Sites for your IT infra structure?**

Mostly remote staff. Please refer to the answer of question 25 for additional details.

118.

**How many Sites are covered in current Security monitoring?**

All of them, please refer to the answer of question 25 for additional details.

119.

**Is FLVS looking for Content Developer as well to build Detection Rules ( Use cases) and Administration of SIEM/SOAR Platform?**

Yes

120.

**Is FLVS looking for account manager/SPOC on-site (stationed at FLVS office)?**

No

121.

**What is the current structure of FLVS Security team? How many members are included in each Tier?**

The FLVS Information Security (cybersecurity) team is separate from the FLVS Information Technology department. There are 12 FTE on the Information Security team with 5 tiers.

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122.

**Does the County Intend to Integrate your Current Security Solutions with MSSP provided SIEM/SOAR solution?**

Yes, however FLVS is not a County.

123.

**Which EDR solution is currently implemented?**

Due to cybersecurity risks, FLVS will not disclose publicly. Details will be discussed with the awarded proposer.

124.

**What percent of Security infrastructure at present integrated with SIEM?**

We have 1400 sources currently.

125.

**What is the current ingestion volume (In GB/Day) or Events per Seconds?**

6000 events per second

126.

**IS County Looking for SOAR Automation services. i.e. Developing SOAR Playbooks and Automated responses?**

Yes, however FLVS is not a County.

127.

**What SOAR product is currently Deployed?**

Due to cybersecurity risks, FLVS will not disclose publicly. Details will be discussed with the awarded proposer.

128.

**Could you share the percentage of Infrastructure hosted on Cloud vs.On-premises?**

70% on prem and 30% in cloud. FLVS is transitioning infrastructure to more to cloud hosting.

129.

**What is your current ticket count on security incidents per day?**

Less than 300 tickets per month.

130.

**How many endpoints does FLVS have – Linux, MACOS, Windows – physical and virtual?**

9000

131.

**Who would own the licenses for MSSP provided Solutions? Is Vendor / County?**

FLVS is not a county. If the proposed solution requires the purchase of software licenses and maintenance that cost needs to be included in the cost proposal. Any deviation from this model may be priced in Section 6.3.

132.

**How many internet ingress/egress points does FLVS have, and what is the average utilized speed at those internet-facing points?**

Due to cybersecurity risks, FLVS will not disclose publicly. Details will be discussed with the awarded proposer.



133.

<b>Which ITSM tool you are using for Incident Management?</b>
Due to cybersecurity risks, FLVS will not disclose publicly. Details will be discussed with the awarded proposer.

134.

<b>Is FLVS looking for Retainer services or Breach Management?</b>
Yes

135.

<b>Does FLVS need to protect mobile devices – ChromeOS, Android, iOS? If so, how many?</b>
Yes - varies

136.

<b>Does FLVS have cloud workloads in AWS, Azure, or GCP that require monitoring and protection? If so, how many cloud workloads does FLVS have?</b>
Due to cybersecurity risks, FLVS will not disclose publicly. Details will be discussed with the awarded proposer.

137.

<b>Does FLVS have an existing SIEM? If so, what is the size of the SIEM in use? If not, has any estimate been conducted as to the events per second or log ingestion rate for a SIEM?</b>
6000 events per second

138.

<b>Could you please provide insights into your Network Operations Center (NOC) setup, including infrastructure, monitoring tools, incident management processes, collaboration procedures, and performance metrics?</b>
Due to cybersecurity risks, FLVS will not disclose publicly. Details will be discussed with the awarded proposer.

139.

<b>Will the Supplier's delivery personnel be required to be citizen of the United States of America performing services from locations in the United States of America?</b>
Yes, FLVS will consider proposals that includes services from an offshore location, however all communication shall be in English. Please note that per Fla. Stat. 287.138, FLVS cannot award to a Proposer that: a.) is owned by the government of a Foreign Country of Concern; b.) is organized under the laws of or has its Principal Place of Business in a Foreign Country of Concern, and; c.) the government of a Foreign Country of Concern has a Controlling Interest in the Proposer's entity.

140.

<b>Will the Florida Virtual School own the title to the software, hardware, and maintenance contracts for the Original Equipment Manufacture (OEM) solution(s) proposed in the solution?</b>
Yes, FLVS owns all of the software, hardware, and maintenance contracts for the Original Equipment Manufacture (OEM) that shall be covered by the services. If the proposed solution requires the purchase of software licenses and maintenance that cost needs to be included in the cost proposal. Any deviation from this model may be priced in Section 6.3.

141.

<b>Will Florida Virtual School extend the proposal due date by 30 days?</b>
FLVS has made an adjustment to the schedule, including the due date. The details of the change order are located on the first page of this document.

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142.

**Will FVS consider to alternative terms in sections 4.6, 4.8, 5.1, 6.2, and 12.2?**

Any request for exceptions or alternatives to the MSA needs to be included in your proposal in the appropriate section labeled section 5.3 alternatives/exceptions.

143.

**Will FVS consider liability capped at 2x contract value?**

Any request for changes to our MSA terms needs to be listed in Section 5.3 exceptions/alternatives to FLVS master services agreement terms and conditions, and we will review them at the time of contracting with the potential awarded proposer.

144.

**Will FVS consider suggested language related to acceptance, such as payment constitutes acceptance?**

Any request for changes to our MSA terms needs to be listed in Section 5.3 exceptions/alternatives to FLVS master services agreement terms and conditions, and we will review them at the time of contracting with the potential awarded proposer.

145.

**Does the Supplier have the ability to submit a proposal inclusive of suggestions and/or modifications to the "Service Level Expectation," "Investigation Services Level Commitments," and "Service Level Commitments - Desired Times?"**

Yes, as those are the preferred levels, not required levels. Respondents may propose alternatives and modifications to these sections.

146.

**"The ""Security Evaluation"" content states ""Periodic external/internal network vulnerability scanning, penetration testing, and social engineering evaluations. Service will also perform scheduled network vulnerability scanning to include Vulnerability Risk Prioritization with a feature such as a vulnerability management module.""**

**Question 1 of 3: Is it the intent of Florida Virtual School to have the Supplier include pricing for penetration testing in the solution? If the answer is ""Yes,"" please provide the total quantity of penetration test per annum that the Supplier should provide pricing for.**

**Question 2 of 3: Is it the intent of Florida Virtual School to have the Supplier include pricing for social engineering evaluations in the solution? If the answer is ""Yes,"" please provide the total quantity of social engineering evaluations per annum that the Supplier should provide pricing for.**

**Question 3 of 3: If the answer to Question 1 of 2 and Question 2 of 2 is ""Yes,"" does Florida Virtual School want the Supplier to provide the pricing as individual line items in ""6.1 Cost Proposal Form"" and/or provide the pricing in ""6.4 Additional Services (optional)?"" "**

Question 1 Answer: This was intended for automated scanning

Question 2 Answer: Yes, potentially 2 per year

Question 3 Answer: All services not listed in the SOW that are offered as additional need to be listed in the Additional Services pricing section

147.

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**"Question 1 of 2: Does the Florida Virtual School have a pre-existing Threat Intelligence Platform (TIP) solution currently deployed?**

**Question 2 of 2: If the answer to Question 1 of 2 is ""Yes,"" please provide the Manufacturer, Make, Model, and hosting location (i.e., cloud, on-premise, hybrid) of the solution."**

Question 1 Answer: Yes, from our current MSSP

Question 2 Answer: Due to cybersecurity risks, FLVS will not disclose publicly. Details will be discussed with the awarded proposer.

148.

**"Question 1 of 2: Does the Florida Virtual School have a pre-existing vulnerability scanning solution currently deployed?**

**Question 2 of 2: If the answer to Question 1 of 2 is ""Yes,"" please provide the Manufacturer, Make, Model, and hosting location (i.e., cloud, on-premise, hybrid) of the solution. "**

Question 1 Answer: Yes

Question 2 Answer: Due to cybersecurity risks, FLVS will not disclose publicly. Details will be discussed with the awarded proposer.

149.

**Does the Florida Virtual School have a security Use Case Scenario (UCS) development lifecycle that continuously develops the security processes and practices employed by Florida Virtual School?**

Due to cybersecurity risks, FLVS will not disclose publicly. Details will be discussed with the awarded proposer.

150.

**Page 9 of the RFP indicates to submit the Forms Packet as a separate electronic document, but page 10 indicates that it should be included in Section 1 of the proposal – how should the proposal be organized, and how should the Forms Packet be presented? Should the Forms Packet be included both within the main proposal response and submitted as a separate document?**

It should be included as a separate document uploaded into Bonfire under the mandatory Forms packet requirement.

151.

**The below questions are in relation to section 3.1.6**

- a. **"Question 1 of 2: The Supplier assumes that the Florida Virtual School has a pre-existing Security Information and Event Management (SIEM) solution currently deployed; is that a correct assumption?**
- b. **Question 2 of 2: If the Supplier's assumption to Question 1 of 2 is correct, please provide the name of the Manufacturer, Make, Model, and the hosting location (i.e., cloud, on-premise, hybrid) of solution. " If the Florida Virtual School has a pre-existing Security Information and Event Management (SIEM) solution currently implemented, please provide the daily log ingest in Gigabyte (GB) per day and/or Events Per Second (EPS). "Question 1 of 2: The Supplier assumes that the Florida Virtual School has a pre-existing Security Orchestration, Automation, and Response (SOAR) solution currently deployed; is that a correct assumption:**
- c. **Question 2 of 2: If the Supplier's assumption to Question 2 of 2 is correct, please provide the name of the Manufacturer, Make, Model, and hosting location (i.e., cloud, on-premise, hybrid) of the solution. " "Question 1 of 2: Does the Florida Virtual School currently perform the 24x7x365**

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monitoring and response of the environment using a Security Operations Center (SOC)?

- d. Question 2 of 2: If the answer to Question 1 of 2 is ""Yes,"" are the SOC services provided by Florida Virtual School employees, Contractors, or a combination of Florida Virtual School employees and Contractors? " If the Florida Virtual School has a pre-existing Security Operation Center (SOC), please provide the average quantity of security alerts per day that are received and triaged by the SOC. If the Florida Virtual School does not have a pre-existing (SOC) and the security alerts that are received and triaged are managed by personnel not in a SOC, please provide the average quantity per day of security alerts that are resolved by the personnel responsible for receiving and triaging security alerts. "Question 1 of 2: Does the Florida Virtual School currently have Computer Security Incident Response (CSIRT) personnel that are responsible for triaging and remediating security incidents that are not resolved by Security Operations Center (SOC) personnel and/or the personnel performing similar functions as the SOC?
- e. If the answer to Question 1 of 2 is ""Yes,"" please provide the average quantity of security incident per day that are resolved by the CSIRT personnel. "
- f. "Please provide the ""False Positive"" percentage of security alerts from the Security Information and Event Management (SIEM) solution for the period beginning on January 1, 2024 and ending on June 1, 2024.
- g. For the purpose of this question, ""False Positive"" means a security alert identified from the SIEM that triggered on a security alert that was determined to be incorrectly triggered. " Please provide the total quantity of security use cases that are defined in the Security Information and Event Management (SIEM) solution.
- h. Please provide the total quantity of Full Time Equivalent (FTE) that are dedicated to supporting the pre-existing Security Information and Event Management (SIEM) solution.
- i. Does the Florida Virtual School have future expansion plans that would increase the total quantity of devices that require security monitoring and response services over the next twelve (12) Calendar Months (e.g., increase in staffing, increase in workstation and servers, etc.)?

Answer a. – Yes, from our current MSSP

Answer b. – 6000 events per second

Answer c. - Due to cybersecurity risks, FLVS will not disclose publicly. Details will be discussed with the awarded proposer.

Answer d. - combination of employees and contractors

Answer e. – less than 300 tickets per month

Answer f. – FLVS does not currently have this date available. The expectation is that the selected MSSP will investigate all alerts.

Answer g. – FLVS does not currently have this date available. The expectation is that the selected MSSP will investigate all alerts.

Answer h. – FLVS currently utilizes our current MSSP provider to manage the SIEM solution.

Answer i. – No current plans for drastic expansion.

152.

**"Question 1 of 3: The Supplier assumes that the Florida Virtual School has a pre-existing Information**

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**Technology Service Management (ITSM) solution currently deployed that will be used for ticketing; is that a correct assumption?**

**Question 2 of 3: If the Supplier's assumption to Question 1 of 2 is correct, please provide the name of the Manufacturer, Make, Model, and hosting location (i.e., cloud, on-premise, hybrid) of the solution.**

**Question 3 of 3: If the Supplier's assumption to Question 1 of 3 is incorrect, is it the intent of Florida Virtual School to have the Supplier provide an ITSM (i.e., ticketing) included in the proposed solution? "**

Question 1 Answer: Yes, FLVS has a ticketing solution.

Question 2 Answer: Due to cybersecurity risks, FLVS will not disclose publicly. Details will be discussed with the awarded proposer.

Question 3 Answer: No

153.

**Does FLVS have subscribed to Microsoft Services e.g. O365, Defender Services etc.? If yes, what is the License Tier? (e.g. E5)**

Due to cybersecurity risks, FLVS will not disclose publicly. Details will be discussed with the awarded proposer.

154.

**Is FLVS currently subscribed to any Threat Intelligence feed(s)? Does MCCSS have a Threat Intelligence platform?**

The 12 Information Security (cyber) FTEs all subscribe to various TI feeds.

155.

**Please share the list of data source types and the count of data sources broken down by platform? (As specified in the "Asset Count" sheet)**

1400 sources are currently in our SIEM provided by the current MSSP

156.

**What ticketing system is in use by Florida Virtual Schools (FLVS)?**

Due to cybersecurity risks, FLVS will not disclose publicly. Details will be discussed with the awarded proposer.

157.

**What security tool vendors are in place today (EDR, NGFW, IDS / IPS, NDR)?**

Due to cybersecurity risks, FLVS will not disclose publicly. Details will be discussed with the awarded proposer.

158.

**What cloud platforms are leveraged by FLVS?**

Due to cybersecurity risks, FLVS will not disclose publicly. Details will be discussed with the awarded proposer.

159.

**Is vulnerability scanning / pen testing in scope? If so, what tools exist today? What is the approximate number of assets to be scanned?**

Yes. The current MSSP completes today.

160.

**What kind of Vulnerability Scan required by the FLVS? Can you please share the Number of IPs, Servers, Web Applications/website, Mobile Devices, routers, switches and other volumetric details?**

Automated scanning, please refer to answers of previous questions.

161.

**How do you currently handle security incidents, and what are the major challenges you face in incident detection and response?**

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We have an IRP we follow. Any specific challenges or areas of improvement will be discussed with the awarded proposer.

162.

**How do you currently handle the security monitoring for both on-premises and cloud-based environments? Do you have a hybrid infrastructure?**

FLVS has a hybrid infrastructure that is monitored regularly with the current MSSP.

163.

**What are your organization's primary security objectives and business goals that you want to achieve through MSSP services?**

Greater security and protection for our hosted data and systems.

164.

**Do you need any implementation services like**

- **Incident Response Retainer services**
- **Threat Intelligence Platform**
- **Digital risk protection**
- **Attack surface management**
- **Advanced Threat Hunting**
- **SOAR Platform Implementation**
- **Playbook As a Service**
- **Breach and attack Simulation**
- **Digital Forensics and Incident Response**

yes – all the above bullets are required per the scope.

165.

**How many firewalls are in scope of Penetration Testing?**

Due to cybersecurity risks, FLVS will not disclose publicly. Details will be discussed with the awarded proposer.

166.

**Do you need retest of Penetration Testing?**

yes

167.

**What will be the scope of penetration testing?**

This is covered in Section 5 of the solicitation document, see the paragraph with the heading "Security Evaluation."

168.

**Please define the frequency of the Security Evaluation in scope, e.g. once, Monthly, Quarterly, Biannually, Annually, etc.**

This can be negotiated with the awarded provider.

169.

**What assets need to be assessed as the part of scope for the Network Penetration Testing e.g., routers, switches, firewalls, Wi-Fi access points, servers, etc.?**

All assets

170.

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**Do you have a development environment for testing, or will this all be in the production environment?**

Yes, FLVS has a development environment

171.

**How many locations/campuses would be part of the scope?**

FLVS has one primary office/headquarters and 40 additional brick-and-mortar sites where instruction is provided for the Department of Juvenile Justice. FLVS has 2 data centers and operates in the cloud.

172.

**Is wireless network testing in scope? If so, how many Wi-Fi networks do you have? Do you have a dedicated guest network?**

This is not in scope. However, FLVS may consider the services. Proposers may include wireless network testing under Section 6.4 of the RFP.

173.

**Does FLVS have any choices of Pen Test tools? Does SJSU possess licenses for any Pen Test tools?**

No.

174.

**Can vendor propose alternate price based on delivery model?**

Yes, in the alternative pricing section, but you must still complete the required Cost Proposal Form in Section 6 to be considered for award, as that is what the evaluation scoring will be based upon.

175.

**What kind of additional services we need to scope out? Do you need hourly rates or fixed fees?**

If additional services are offered outside of the required scope, please include pricing for them in the alternative pricing (6.3) or additional services (6.4) sections. FLVS does not dictate the format of alternative pricing models since this section is not scored and is optional.

176.

**Is there any preference for local (Florida) based vendor?**

No

177.

**Can FLVS provide one (1) week extension for submission?**

FLVS has made an adjustment to the schedule, including the due date. The details of the change order are located on the first page of this document date.

178.

**Please confirm that written letters of reference that are redacted as part of our Redacted Submission will be kept confidential in the public record.**

The letters of reference need to be submitted as part of the main submission not the redacted submission. The committee will need the ability to review the letters and discuss the letters in a public meeting. FLVS's suggestion is to have your client remove any confidential information from the letter.

179.

**If we are incorporated outside of Florida, do we need to be registered with the state of Florida prior to submission of RFP response?**

No

180.

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**Are there subcontractor requirements if awarded this work? If so, please provide the requirements.**

No

181.

**Is there a budget for the services requested and if so, what is that number?**

FLVS is not disclosing the budget at this time.

182.

**Is there an existing provider of these services? If so, what is the reason for the change?**

SecureWorks. The contract is expiring.

183.

**Would FLVS consider changing the Cost Proposal Form from 'Users' to 'Endpoints' as the Unit of Measure?**

No

184.

**Is there an existing EDR/EPP solution installed? If so, who manages it and which solution is used?**

Yes, FLVS Information Security and Information Technology Departments manages it. Due to cybersecurity risks, FLVS will not disclose publicly the specific solution installed. Details will be discussed with the awarded proposer.

185.

**Does the 7000 device count include all active network devices or only endpoints which could host an EDR/EPP agent? If the former, how many devices would require an EDR/EPP agent?**

We have about 5600 user devices and then other various endpoints.

186.

**How many points of ingress/egress are there between your network and the open internet? Are all of them subject to network traffic monitoring or just datacenters/critical locations? If so, how many?**

Due to cybersecurity risks, FLVS will not disclose publicly. Details will be discussed with the awarded proposer.

187.

**How many network users would be utilizing the networks subject to network traffic inspection? Is this only faculty/staff traffic or is student traffic included?**

Student traffic is included to our two data centers.

188.

**Is there one centralized location that can reach all assets that need to be scanned for vulnerabilities?**

Yes

189.

**What data sources would be subject to SIEM log collection/how many of each/brands as applicable (IPS/IDS, firewalls, servers, domain controllers, cloud services with user counts, etc.)?**

1400 sources. Due to cybersecurity risks, FLVS will not disclose further details publicly. Details will be discussed with the awarded proposer.

190.

**What services are you currently using for identity management (Okta/Duo/Microsoft)?**

Due to cybersecurity risks, FLVS will not disclose publicly. Details will be discussed with the awarded proposer.

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191.

**What licensing tier of Microsoft 365 do your users have? Does it include Defender for Endpoint, Identity, and Cloud Apps?**

Due to cybersecurity risks, FLVS will not disclose publicly. Details will be discussed with the awarded proposer.

192.

**Is anything currently deployed to Microsoft Sentinel for log collection?**

Due to cybersecurity risks, FLVS will not disclose publicly. Details will be discussed with the awarded proposer.

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