STATE OF IOWA

KINI KETNOLDS, GOVEKNOK

ADAM GREGG, LI. GOVERNOR

April 30, 2024

To: All Potential Bidders From: Mike Nolan, Issuing Officer

Subject: ITQ #2024-BUS-0915 - Cybersecurity Vendor Support Services

Amendment One

Please amend the subject ITQ to include the answers to the following answers to the attached timely received written questions.

This Amendment One shall supersede, modify, and/or change all requirements to the contrary in the ITQ and associated documents. All other parts of the subject ITQ remain in effect.

ATTACHMENT 7: QUESTION SUBMISSION TEMPLATE ITQ #2024BUS0915 Cybersecurity Vendor Support Services

	Section Number (i.e.			
	1.1, 1.2 etc.)	Page Number	Question	DOM Response
			As per RFP, Letter of Intent and Questions are due by April 21, 2024, but it reflects	
			Sunday. We have mailed our letter of intent today but not sure whether it be	Because of the irregularity with the closing date, DOM has accepted and responded to questions
1	Cover Sheet	1	delivered on Sunday or not. Can we submit our letter of intent through email?	received after the April 21 date.
			Is there currently an incumbent company or previous incumbent, who completed a	The State of Iowa has had some vendors in the past who might have provide some of the
			similar contract performing these services? If so - are they eligible to bid on this	service categories listed in this ITQ. However, the State has never had a structured approach to
			project and can you please provide the incumbent contract number, dollar value,	such services or issued a procurement like the current one that could result in master
2	General Question	N/A	and period of performance?	agreements with cybersecurity vendors.
				There is no current scope associated with the Cybersecurity ITQ. Scope will be determined
3	4.1	17	Specify the VLAN details how many are included in the Scope?	through subsequent procurements focused on vendors approved through this ITQ process.
			Can you please provide the current number of infrastructure details (Physical	There is no current scope associated with the Cybersecurity ITQ. Scope will be determined
4	4.1	17	Server, Virtual Server, Network Devices, etc.)?	through subsequent procurements focused on vendors approved through this ITQ process.
				There is no current scope associated with the Cybersecurity ITQ. Therefore, the percentage of
				infrastructure in the cloud is incapable of being identified until the specific agency scope is
_		47	Harmonia (OV) of the diaforation decided in the colored	established. Scope will be determined through subsequent procurements focused on vendors
5	4.1	1/	How much (%) of the infrastructure is in the cloud?	approved through this ITQ process. The State of Iowa recently went through an IT consolidation process in which most IT staff were
				relocated to the Department of Management, Division of IT (DOM DoIT). The exact staff count is
6	4.1	17	In the IT department/environment, how many employees work?	in flux but is roughly 400.
·	2		an energy department, non-many employees work.	The State uses a number solutions related to state computer infrastructure. However, there is
				no current scope associated with the Cybersecurity ITQ. Scope will be determined through
				subsequent procurements focused on vendors approved through this ITQ process. As part of
			Do you manage your own data Center, or do you utilize any 3rd-party/colocation	that subsequent procurement process, specific information relevant to the specific agency will be
7	4.1	17	facilities?	identified.
			Is there a funding/financial/budget range estimated that can help us to provide a	No. There is no current scope associated with the Cybersecurity ITQ. Scope will be determined
8	General Question	N/A	quotation for this project?	through subsequent procurements focused on vendors approved through this ITQ process.
			Do you have a frequency in mind as a standard for regular vulnerability	No. There is no current scope associated with the Cybersecurity ITQ. Scope will be determined
9	4.1.4		assessments and/or pen testing?	through subsequent procurements focused on vendors approved through this ITQ process.
				There is no current scope associated with the Cybersecurity ITQ. Scope will be determined
				through subsequent procurements focused on vendors approved through this ITQ process. Pen
10	4.1.4		What is the target of the Pen tests?	test specifics will be determined through the subsequent procurements, which will be based on state agency need.
10	4.1.4		what is the target of the Pen tests?	There is no current scope associated with the Cybersecurity ITQ. Scope will be determined
11	4.1.4		How many separate web assets need to be tested?	through subsequent procurements focused on vendors approved through this ITQ process.
			The state of the s	There is no current scope associated with the Cybersecurity ITQ. Scope will be determined
12	4.1.4		How many total user roles?	through subsequent procurements focused on vendors approved through this ITQ process.
				There is no current scope associated with the Cybersecurity ITQ. Scope will be determined
13	4.1.4		How many dynamic pages?	through subsequent procurements focused on vendors approved through this ITQ process.
				There is no current scope associated with the Cybersecurity ITQ. Scope will be determined
14	4.1.4		Mobile Apps: How many user roles in your mobile asset need to be tested?	through subsequent procurements focused on vendors approved through this ITQ process.
15	4.1.4		Mobile Appeal Lieux many coreans in view mobile peach peach to be 4-4-4-10	There is no current scope associated with the Cybersecurity ITQ. Scope will be determined
15	4.1.4		Mobile Apps: How many screens in your mobile asset need to be tested? APIs: How many API assets to be tested?	through subsequent procurements focused on vendors approved through this ITQ process. There is no current scope associated with the Cybersecurity ITQ. Scope will be determined
16	4.1.4		AF15. HOW Many AF1 assets to be tested?	through subsequent procurements focused on vendors approved through this ITQ process.
10	7.1.7		External networks: How many active IP addresses need to be tested?	There is no current scope associated with the Cybersecurity ITQ. Scope will be determined
17	4.1.4		External notworks. How many active it addresses need to be tested :	through subsequent procurements focused on vendors approved through this ITQ process.
			Internal Networks: How many active IP addresses need to be tested ?	There is no current scope associated with the Cybersecurity ITQ. Scope will be determined
18	4.1.4			through subsequent procurements focused on vendors approved through this ITQ process.
			Cloud Platforms: Number of accounts, projects, or resource groups in your cloud	
			asset that need to be tested?	There is no current scope associated with the Cybersecurity ITQ. Scope will be determined
19	4.1.4			through subsequent procurements focused on vendors approved through this ITQ process.

			There is no current scope associated with the Cybersecurity ITQ. Scope will be determined
20	415	A so you cooking strictly year training or will the IT to one also you give training?	through subsequent procurements focused on vendors approved through this ITQ process.
20	4.1.5	Are you seeking strictly user training, or will the IT teams also require training?	User training groups would be defined in the subsequent procurement.
			There is no current scope associated with the Cybersecurity ITQ. Scope will be determined
21	4.1.5	Will you require information on courses to assist with industry certification exams?	through subsequent procurements focused on vendors approved through this ITQ process. User training needs would be defined in the subsequent procurement.
21	4.1.5	will you require information of courses to assist with industry certification exams?	The State's 24/7 Security Operations Center monitors for threat actors using CrowdStrike.
			However, this by no means suggests that all governmental entities who might use this ITQ to
22	4.1.6	Is there a preference on security software vendor? (eg Crowdstrike, Microsoft, etc.)	locate a cybersecurity vendor will also use CrowdStrike.
			The answer to this question will depend on the scope-specific procurements that will follow this
23	4.1.6	Any compliance requirements such as FedRAMP or similar programs?	ITQ.
		Please provide a baseline number for the following: Number of endpoints that you	There is no current scope associated with the Cybersecurity ITQ. Scope will be determined
24	4.1.6	would like monitored?	through subsequent procurements focused on vendors approved through this ITQ process.
	11210		There is no current scope associated with the Cybersecurity ITQ. Scope will be determined
25	General Question	Please share the infrastructure detail including number of users?	through subsequent procurements focused on vendors approved through this ITQ process.
			This is an ITQ, not an RFP. Individual procurements that follow this ITQ will identify scope and,
26	General Question	What is the allocated budget for this RFP?	to the extent appropriate, an associated budget.
		Is this a new or old RFP? If old, please share name of incumbent along with the	
27	General Question	previous year spent on this contract?	New.
			There is no current scope associated with the Cybersecurity ITQ. Scope will be determined
			through subsequent procurements focused on vendors approved through this ITQ process. The
			future scope as well as the ultimate Statement of Work associated with a scope will define the
28	General Question	What will be the pricing format (Monthly, yearly, fixed price)?	payment methodology.
		Many vendors with a wide breadth of risk and security offerings may have to	
		provide up to 40+ references in order to hit the minimum criteria to be awarded a	
		category. Considering the nature of the work, security, most security organizations	
		are not willing to publish their work and provide a reference for a response that can	
		be accessed via FOIA requests. Would the state consider case studies, examples, or	
29	General Question	reduce to (1) reference per category?	Please see row 85.
			There is no current scope associated with the Cybersecurity ITQ. Scope will be determined
			through subsequent procurements focused on vendors approved through this ITQ process.
		What are the current IT and Security departments size (employees, contractors,	Once a specific agency scope is identified, relevant information will be identified in the
30	General Question	partners, etc.)?	subsequent procurement process.
		In the Contracts Declaration & Execution ("CD&E") attachment, section 5b on page	Our apologies. The State of Iowa Office of Chief Information Officer is in the process of being
		2 lists other documents incorporated by reference but none of the links work. Can	consolidated with the lowa Department of Management. At this time, information in the legacy
		the State please provide the correct attachments for the BAA, QSO, IRS Publication	OCIO website is being transitioned to the new infrastructure (dom.iowa.gov). We anticipate that
31	Cover Page	1075 Article 7, and Federal Certifications?	the problems with links will be resolved soon.
32	General Question	Will multiple vendors be selected?	Yes.
		Complete list of assets and # of assets to be monitoredFirewalls – make and	
		models, Web Application Firewalls, DNS Server (MS, BIND, act.), any NetFlow	
		capabilities, Number of Infrastructure devices (routers, switches, act) make and	
		models, Number of Servers make and models, Number of Active Directory or Ldap	
22	4.1.1-4.1.1.6	Servers.	There is no current scope associated with the Cybersecurity ITQ. Scope will be determined through subsequent procurements focused on vendors approved through this ITQ process.
33	7.1.1-4.1.1.0	JCI VCI3.	There is no current scope associated with the Cybersecurity ITQ. Scope will be determined
34	4.1.1-4.1.1.6	Complete list of all cloud instances.	through subsequent procurements focused on vendors approved through this ITQ process.
		Current list of security tools being usedSIEM, Endpoint security/management,	· · · · · · · · · · · · · · · · · · ·
25	4.1.1-4.1.1.6	Vulnerability Identification, Intrusion Detection, CMBD solution, act.	There is no current scope associated with the Cybersecurity ITQ. Scope will be determined through subsequent procurements focused on vendors approved through this ITQ process.
35	4.1.1-4.1.1.0	vanierability identification, intrusion betection, civibb solution, dct.	There is no current scope associated with the Cybersecurity ITQ. Scope will be determined
			through subsequent procurements focused on vendors approved through this ITQ process. The
36	4.1.1-4.1.1.6	# of Full Time Employees	number of employees will depend on the scope.
		· ·	There is no current scope associated with the Cybersecurity ITQ. Scope will be determined
		Does the solution need to be on-premise solution or can a fully cloud solution be	through subsequent procurements focused on vendors approved through this ITQ process.
37	4.1.6	acceptable.	Specific scopes will outline whether the need is for a on-premises solution or a cloud solution.
			FedRAMP and Govcloud may be requirements dependant on the business need. Flexibility is
			paramount in this work effort. Understand that this opportunity is limited to identifying and
		For a cloud based SIEM/XDR solution does the solution need to be FedRAMP	entering into agreements with vendors so that future, simplified procurements that will identify
20	4.1.6	certified. Or GovCloud? If CJIS compliance required, it is assumed that GovCloud?	the specific scope related to a governmental entity's needs. The specific requires of any particular governmental entity will be identified as part of the subsequent procurement.
38	4.1.0	refinited. Of Governoud: if Cits compliance required, it is assumed that Governoud?	Tparticular governmental entity will be identified as part of the subsequent procurement.

		Discourse firms that account DED Councils for Manager Detect and December (MDD)	
39	4.1.6	Please confirm that current RFP Scope is for Manage, Detect and Respond (MDR) services at a 24x7x365 pace.	No. There is no current scope associated with the Cybersecurity ITQ. Scope will be determined through subsequent procurements focused on vendors approved through this ITQ process.
		What is the current Log Collection & Storage requirements. Is 7 days hot/90 days	
40	4.1.6	warm/365 days cold (some level of collection/storage will be required to support Analysis & Response).	This is dependant on business requirements and legal requirements. It will vary from system to system.
	4.1.6	Are there specific Compliance reporting requirements?	There is no current scope associated with the Cybersecurity ITQ. Scope will be determined through subsequent procurements focused on vendors approved through this ITQ process.
42	4.1.6	What is current storage solution being utilized?	Various state agencies use different types of storage. There is no current scope associated with the Cybersecurity ITQ. Scope will be determined through subsequent procurements focused on vendors approved through this ITQ process.
	4.1.6	Do you have SOAR solutions you would like implemented as part of the solution.	There is no current scope associated with the Cybersecurity ITQ. Scope will be determined through subsequent procurements focused on vendors approved through this ITQ process.
44	4.1.0	Do you know your current EPS – Events Per Second for in-scope networks?	There is no current scope associated with the Cybersecurity ITQ. Scope will be determined through subsequent procurements focused on vendors approved through this ITQ process. EPS can be identified in relation to specific systems as relevant in a subsequent procurement.
45	4.1.1	What phone system is being utilized?	There is no current scope associated with the Cybersecurity ITQ. Scope will be determined through subsequent procurements focused on vendors approved through this ITQ process. Phone systems vary across state government.
	4.1.3	What is current backup solution being utilized?	There is no current scope associated with the Cybersecurity ITQ. Scope will be determined through subsequent procurements focused on vendors approved through this ITQ process. Backup solutions will be identified in relation to specific agencies in the subsequent procurement processes.
	4.1.5	What if any, are you currently doing for Security Awareness training / What vendors are you using, KnowBe4 etc.	There is no current scope associated with the Cybersecurity ITQ. Scope will be determined through subsequent procurements focused on vendors approved through this ITQ process. The Information Technology division of the Dept. of Management does make specific trainings available to supported entities, but not all state agencies are obligated to use the trainings offered.
48	General Question	How will the State present or display/market selected vendor/vendors to local governments ? General Question	The State of Iowa is currently in the process of implementing the State and Local Cybersecurity Grant Program, and it is anticipated that there will be intersects between the Cybersecurity ITQ and projects funded through SLCGP. It should also be noted that the Iowa Legislature passed statutory changes this legislative session that incentivize governmental entities to comply with Iowa Code chapter 554G. As such, it is anticipated that local governments are likely to turn to the Cybersecurity ITQ to take advantage of the new protections.
49	General Question	The RFP states the "resultant contracts may be made available to other states through cooperative purchasing entities. Can you explain which states and what does this mean?	The State of lowa intends to make resultant state master agreements available through the National Association of State Procurement Officials (NASPO). https://www.naspovaluepoint.org/ .
	Preferences	Is the State of Iowa open to exploring non-USA based hybrid options to provide the	
50		requested services and solutions? Our clients typically want to leverage this option to get access to our global pool of cybersecurity professionals in a cost-efficient manner.	OCONUS resources are an option but CONUS resources may be requiring dependant on a number of factors. This will depend largely on the needs of any particular governmental entity, which will be identified in a subsequent procurement process.
51	Detailed Scope of Work	Can the assessments be conducted remotely, or is an on-site presence required?	There is no current scope associated with the Cybersecurity ITQ. Scope will be determined through subsequent procurements focused on vendors approved through this ITQ process.
52	Detailed Scope of Work	Should the assessments focus solely on the agency or extend to other entities on behalf of the agency?	There is no current scope associated with the Cybersecurity ITQ. Scope will be determined through subsequent procurements focused on vendors approved through this ITQ process.
53	Detailed Scope of Work	Are there any existing templates or guidelines available that we should align with during the policy development process?	No. State policy concerning cybersecurity is established for most state government entities by the lowa Department of Management. Agency-specific policy will be set in accordance with the needs of each agency, which will be outlined in procurements that follow this ITQ.
54	Detailed Scope of Work	What level of documentation or reporting is expected throughout the policy and procedure development phase?	There is no current scope associated with the Cybersecurity ITQ. Scope will be determined through subsequent procurements focused on vendors approved through this ITQ process.
55	Detailed Scope of Work	How do you envision our role in assisting Purchasing Entities with compliance efforts, and what level of collaboration with these entities is anticipated?	Yes, it is anticipated that governmental entities who need assistance in the cybersecurity realm will outline their specific needs in a simplified bidding process that is focused on the vendors prequalified through this ITQ process. The vendor selected through the bidding process will enter into a statement of work for that specific agency. Generally, the vast majority of the collaboration will be between the vendor and the specific agency. Some collaboration may occur with the Department of Management, Division of IT to ensure coordination with state cybersecurity policy.
	Detailed Scope of	Are there any historical compliance challenges or common areas of concern that	
56	Work	we should be aware of?	All governmental entities are unique, and their cybersecurity needs will be unique.

	Detailed Scope of Work	Does the State leverage a centralized security awareness and training platform, or should expect an agency by agency approach? Can the vendor utilize the existing platform(s) to conduct the training and awareness sessions?	State agencies generally do utilize a centralized security awareness platform, but some state agencies are not obligated to use the platform. In addition, other governmental entities, such as local entities, do not have access to the platform. Needs will be determined in relation to specific agencies in subsequent procurement processes once the Cybersecurity ITQ vendor pool is established.
58	Detailed Scope of Work	If there is no existing solution or platform, can the vendor recommend a SaaS-based security and awareness training program?	There is no current scope associated with the Cybersecurity ITQ. Scope will be determined through subsequent procurements focused on vendors approved through this ITQ process.
	Detailed Scope of Work	Could you provide the number of target audience for the security awareness training sessions?	There is no current scope associated with the Cybersecurity ITQ. Scope will be determined through subsequent procurements focused on vendors approved through this ITQ process.
60	Detailed Scope of Work	Could the State provide the frequency of training and awareness session requirements in a calendar year.	There is no current scope associated with the Cybersecurity ITQ. Scope will be determined through subsequent procurements focused on vendors approved through this ITQ process.
61	Detailed Scope of Work	Could the State elaborate on the types of security & awareness training currently conducted?	There is no current scope associated with the Cybersecurity ITQ. Scope will be determined through subsequent procurements focused on vendors approved through this ITQ process.
62	Detailed Scope of Work	Can you share the preferred / expected mode for training delivery? (e.g. web based/CBT or any other)?	There is no current scope associated with the Cybersecurity ITQ. Scope will be determined through subsequent procurements focused on vendors approved through this ITQ process.
—	Detailed Scope of Work	If expected, what is the preferred model for SOC (e.g., On-Premise, MSSP or Hybrid)?	There is no current scope associated with the Cybersecurity ITQ. Scope will be determined through subsequent procurements focused on vendors approved through this ITQ process.
	Detailed Scope of Work	Does the State have any specific requirements for the location or geographic presence of the vendor's SOC/MDR operations?	There is no current scope associated with the Cybersecurity ITQ. Scope will be determined through subsequent procurements focused on vendors approved through this ITQ process. The state currently operates a SOC for supported entities, but not all state agencies are supported entities, and most local governmental entities are not supported by the Information Technology division of the Dept. of Management. SOC location preferences will be addressed in subsequent procurement opportunites, not within this ITQ.
65	Detailed Scope of Work	Could you provide the current asset count?	"Current asset count" depends on the specific agency at issue. There is no current scope associated with the Cybersecurity ITQ. Scope will be determined through subsequent procurements focused on vendors approved through this ITQ process.
	Detailed Scope of Work	Are there any specific third-party integrations or security tools the State of Iowa would like for the vendor to incorporate into the SOC solution? (if applicable).	No.
67	Detailed Scope of Work	Can you share the current architecture type? Single Site/Distributed? How many locations exist for all in scope systems for solutions such as MDR?	There is no current scope associated with the Cybersecurity ITQ. Scope will be determined through subsequent procurements focused on vendors approved through this ITQ process.
68	Detailed Scope of Work	Is State of Iowa currently subscribed to any Threat Intelligence feed(s)? Does State of Iowa have a Threat Intelligence platform?	There is no current scope associated with the Cybersecurity ITQ. Scope will be determined through subsequent procurements focused on vendors approved through this ITQ process. Services relevant to the state SOC will be addressed in subsequent procurements to the extent relevant.
	Detailed Scope of Work	What is the current average and peak EPS (events per second)? Can you also, provide how many alerts are triggered on a given day?	There is no current scope associated with the Cybersecurity ITQ. Scope will be determined through subsequent procurements focused on vendors approved through this ITQ process. Services relevant to the state SOC will be addressed in subsequent procurements to the extent relevant.
70	Detailed Scope of Work	What is your anticipated scale of data and traffic that the SOC/SOC solution needs to handle? Are you expecting significant growth in the near future?	There is no current scope associated with the Cybersecurity ITQ. Scope will be determined through subsequent procurements focused on vendors approved through this ITQ process. Services relevant to the state SOC will be addressed in subsequent procurements to the extent relevant.
71	Detailed Scope of Work	Is there a ticketing tool integrated with the SOC? How are incident cases handled? (e.g., via case management tool or ticketing tool).	There is no current scope associated with the Cybersecurity ITQ. Scope will be determined through subsequent procurements focused on vendors approved through this ITQ process. Services relevant to the state SOC will be addressed in subsequent procurements to the extent relevant.
72	Detailed Scope of Work	What percentage of your assets are cloud hosted vs. On-prem?	There is no current scope associated with the Cybersecurity ITQ. Scope will be determined through subsequent procurements focused on vendors approved through this ITQ process.
	Detailed Scope of Work	Do you require 24/7 monitoring and response capabilities, or are there specific hours of operation that you have in mind for the SOC/SOC services? (if applicable).	The State of Iowa monitors for threat actors at the state-agency level with a 24/7 Security Operations Center for most state agencies. Some state-level governmental entities are not obligated to use the State's monitoring infrastructure, and the same is true for local governmental entities.
74	Detailed Scope of Work	Could you provide an overview of any existing encryption strategies?	There is no current scope associated with the Cybersecurity ITQ. Scope will be determined through subsequent procurements focused on vendors approved through this ITQ process.
	Detailed Scope of Work	Could you provide an overview of any existing access control strategies?	There is no current scope associated with the Cybersecurity ITQ. Scope will be determined through subsequent procurements focused on vendors approved through this ITQ process.

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le services of the Information governmental entities also are not d approach is necessary.
urity ITQ. Scope will be determined approved through this ITQ process.
of the categories of cybersecurity part of this ITQ, Respondent must ents to Respondent's organization to ture. One of the five letters should be illerplate. Rather, the letters should detail identify how the services provided tespondent seeks inclusion in as a pre-ITQ from submitting only five letters tetter must specify the types of services nust align with the categories the ITQ vendor. If a respondent has only y satisfy one of the 10 ITQ categories, if the respondent is seeking inclusion in
ference letters. Respondents may mark nent will seek to protect the letters from ode chapter 22).
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ardees.
ole.
y, not work done for others. Compliance e count.
not a specific preference for any ich is just establishing a vendor pool.
urity ITQ. Scope will be determined approved through this ITQ process. For the Iowa Attorney General's Office
nent opportunites related to specific
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