

Questions and Answers as of November 6, 2023, to CHFA RFP 263-Network Infrastructure Assessment:

How many staff will need to be interviewed?

Answer: There is no requirement on the number of staff that will need to be interviewed.

Question: One of CHFA's objectives is to "upgrade and refresh network switching equipment." Please confirm that the awardee will not be expected to install or implement recommendations.

Answer: The awardee will not be expected to install or implement recommendations.

Question: Regarding the FTC compliance requirement, which FTC regulation is the focus? Is this an assessment of the red flag rule or is this regarding the safeguards rule? Which FTC rules are to be included in this compliance objective?

Answer: The Safeguards rule is included in this compliance objective.

Question: Is there interest in conducting IT general controls review of the technical environment?

Answer: Yes

Question: Is network vulnerability assessment/penetration testing in scope for this project? If so, please estimate the number of IP addresses in scope for the assessment.

Answer: No.

Question: Is web application security testing in scope for this project?

Answer: No.

Question: Regarding the phase two task "Evaluate existing network management tools and perform gap analysis," what tools are in place and what is the gap analysis against?

Answer: Gap analysis is against the current industry standards.

Question: Please confirm that two routers are in scope.

Answer: Yes

Question: How many switches are in scope? How many switches are in use? Are there any unmanaged switches in use?

Answer: about 20 – 25 switches – there are no unmanaged switches.

Question: How many firewalls are in scope?

Answer: One redundant

Question: Are all the firewalls the same configuration?

Answer: Yes

Question: Are all servers virtual? What are the servers' operating systems(s)?

*Answer: Physical vmware host servers (7) and SAN's - approximately 60 virtual servers
Windows OS (2012 through 2019)*

Question: What is expected for the deliverable "physical plant recommendations"? Is this related to the cable plant mentioned in the RFP?

Answer: Yes, it's related to the cabling across IDFs, MDF and data center.

Question: Please define all locations in scope for review (on-site walkthrough). What is the approximate distances between these locations?

Answer: CHFA's office is located at 999 West Street, Rocky Hill, Connecticut (one location)

Question: CHFA mentions creation of a "bill of materials." Will the vendor use assessment gap analysis findings to create a list of IT equipment that the CHFA IT staff may then choose to purchase and install to update/upgrade their environment? Or is there an expectation that the vendor provides materials and/or install the upgrades?

- Is the "bill of materials" referring to a list of equipment required to support upgrades/improvements of network products, HA improvements, application hosting, security initiatives, and network design improvements/upgrades to support bandwidth increases?

Answer: Based on the assessment gap analysis findings, the vendor is expected to provide a "bill of materials" which comprises of a list of equipment required to support upgrades/improvements of network products, HA improvements, application hosting, security initiatives, and network design improvements/upgrades to support bandwidth. CHFA IT staff may then choose to purchase and install.

Question: Can you please clarify the on-site requirements for this engagement? Is the expectation one initial walk through or multiple throughout the course of service delivery?

Answer: While one initial onsite walkthrough would be mandatory, additional site visits would be on an as-needed basis.

Question: Can out of state vendors respond to this RFP?

Answer: Yes, out of state vendors can respond to this RFP.

Question: Can CHFA provide the numerical breakdown of evaluation criteria?

Answer: A numerical breakdown of the evaluation criteria is not available.

Question: Is there a centralized management system in place for the network infrastructure?

Answer: No.

Question: Is cable testing in scope for the engagement?

Answer: No.

Question: Is data throughput analysis in scope for the engagement?

Answer: Potential, for gap-analysis/through-put recommendations.

Question: Is a wireless assessment or coverage heatmap in scope?

Answer: Yes.

Question: Is the VoIP optimization request pertaining to the network or VoIP system itself?

Answer: Network.

Question: What VoIP system is CHFA using?

Answer: RingCentral.

Question: Does CHFA have a preferred timeline for this assessment, and are there any critical deadlines or constraints to consider?

Answer: CHFA expects this assessment to be completed three months from contract execution.

Question: What is CHFA's budgetary range for this project?

Answer: CHFA does not have a specific budget to disclose for this project.

Question: Can CHFA provide details about the existing network architecture and topology? Can CHFA provide network diagrams, designs, or documentation?

Answer: No.

Question: Is CHFA open to a multi-vendor networking environment to improve competitiveness? Current networking HW vendor appears to be exclusively Cisco.

Answer: Yes.

Question: How many Cisco wireless controllers are in scope?

Answer: About 13 wireless controllers are currently in use.

Question: Are there any specific pain points or challenges with the current network infrastructure that CHFA wants to address through this assessment?

Answer: High availability and elimination of single points of failure.

Question: What are CHFA's uptime and availability requirements? Is high availability and redundancy a critical consideration?

Answer: With high availability and redundancy being a critical consideration, the uptime would be greater than 99%.

Question: Are there any existing contracts or service agreements that may affect the assessment or potential solutions?

Answer: No.

Question: What is the size and composition of CHFA's IT team? Do you have in-house expertise in managing VMware, HP or Dell SANs, Cisco equipment, or would CHFA require ongoing support?

Answer: Ongoing support is not in scope for this proposal.

Question: What are the number of departments and personnel who are responsible under GLBA/FTC Data Safeguards?

Answer: Staff from IT and legal.

Question: Are there devices related to this RFP that are managed by other vendors? If yes, will the vendors give read-only access to obtain configurations or browse interfaces to complete the deliverables?

Answer: Yes, and yes.

Question: Phases I and II mention “hosted web services.” Can CHFA expand on what the scope of this requirement would be? How many services are involved? Are these in-house developed web applications? If so, what is the tech stack being used?

Answer: CHFA has two web applications that are developed and hosted in-house. These applications utilize Microsoft .NET framework.

Question: Are there any externally hosted SaaS applications, outside of Microsoft 365, that CHFA would expect to be part of this assessment?

Answer: RingCentral.

Question: Phase IV has a requirement for workshops. Are there specific workshops, outside of documentation delivery, that CHFA has in mind and wants to ensure are included?

Answer: While CHFA does not have specific workshops in mind, it’s up to the selected vendor’s delivery practices.

Question: Has CHFA self-assessed for GLBA compliance relative to 16 CFR 314 or NIST 800-171, or both?

Answer: Yes, CHFA has done an inhouse assessment related to 16 CFR Part 314.

Question: Do current requirements under FTC Data Safeguards rule?

Answer: No.

Question: Relative to GLBA 16 CFR 314, has CHFA:

- a. Implemented a written information security policy? *yes*
- b. Defined an incident response plan? *yes*
- c. Designated a qualified individual? *yes*
- d. Provided information security reporting to executive leadership annually? *Not yet*
- e. Performed a penetration test? *yes*

Answers are next to each of the sub questions above

Question: Are newly developed documents (e.g., to satisfy GLBA requirements) expected as deliverables, or is a review of existing material desired with recommendations for refinement?

Answer: No, the assessment is required to consider GLBA compliance requirements.

Question: For what period of time will you be seeking the annualized implementation roadmap? 3 years, 5 years?

Answer: CHFA anticipates implementation within the next 3 years.

Question: How many staff currently support the network infrastructure components?

Answer: Two

Question: How many hosted applications are in scope?

Answer: Two

Question: Do you currently have a SIEM tool in use?

Answer: No

Question: Do you have any growth estimates available?

Answer: No estimates are available

Question: Do you have a current upgrade plan available for review? If so, how often has it been updated?

Answer: No upgrade plans are available.

Question: Do you have an up-to-date hardware inventory?

Answer: A hardware inventory is not currently available.

Question: What performance management tools are currently used?

Answer: Performance management tools are not currently available.

Question: How many virtual LANs and associated subnets are included in the scope?

Answer: About 10 VLANs are currently in use.

Question: Is Microsoft 365 in scope?

Answer: Microsoft 365 is already in use.

Question: How is CHFA planning to use the outcome of the assessment? To identify desired target-state capabilities and roadmap to get there? To go to market to procure existing network hardware? To identify vendors that can provide equipment and labor to replace hardware?

Answer: CHFA is anticipating that the outcome of the assessment will be used to identify target-state capabilities (based on industry standards) and develop an implementation roadmap.

Question: Has CHFA developed a target-state strategy for the network services? Is the intent of this RFP to have a vendor to assess current capabilities against the target-state strategy?

Answer: The intent of this RFP is to assess current capabilities and develop a target-state.

Question: The RFP gives the impression that CHFA is interested in a vendor specific assessment including the development of an inventory, device configuration review, etc. Would CHFA be open to an approach that focuses more on assessing current network capabilities at conceptual architecture level and developing strategic recommendations and roadmap for the target state?

Answer: Yes
