

# **THE PORT AUTHORITY OF NY & NJ**

**PROCUREMENT DEPARTMENT  
4 WORLD TRADE CENTER (4 WTC)  
150 GREENWICH STREET, 21ST FLOOR  
NEW YORK, NY 10007**

3/16/2018

## **ADDENDUM # 2**

To prospective Proposer(s) on RFP # 52353 for Network Operations Center (NOC)  
Remote Network Monitoring and Notification Services

**Due back on 4/5/2018, no later than 02:00PM**  
(Originally due on 03/23/2018, no later than 02:00PM)

### **I. CHANGES/MODIFICATIONS**

**The following changes/modifications are hereby made to the solicitation documents:**

- 1) The RFP due date is hereby extended to April 5, 2018 no later than 02:00 PM.
- 2) Reference is made to page 4 of the RFP, Section 1B entitled “Brief Summary of Scope of Work”, subsection entitled: “Duration”. This paragraph shall be deleted in its entirety and replaced with the following:

“The contract awarded from this RFP (the “Contract”) shall be for a three (3) year and two (2) month period (the “Base Term”). The Authority shall have the right to extend the Contract for up to three (3) additional one (1) year option periods (an “Option Period”). In addition, the Authority shall have the right to extend the Contract for an additional period of up to one hundred eighty (180) days subsequent to the expiration of the Base Term or any Option Period, as applicable.

- 3) Ticket priority / severity or other classifications along with definitions to be understood as part of the incident process are as follows and are subject to change:

**Priority 1** – outage / down hardware / down link / down service

**Priority 2** – degradation / redundancy loss / failing / approaching outage

**Priority 3** – extended or known outage with no ETTR / not impacting

**Priority 4** – informational / change control / notice

PS11All

## II. PROPOSER'S QUESTIONS AND ANSWERS

The following information is available in response to questions submitted by prospective Proposers. The responses should not be deemed to answer all questions, which have been submitted by Proposers to the Port Authority. It addresses only those questions, which the Port Authority has deemed to require additional information and/or clarification. The fact that information has not been supplied with respect to any questions asked by Proposers does not mean or imply, nor should it be deemed to mean or imply, any meaning, construction, or implication with respect to the terms.

The Port Authority makes no representations, warranties or guarantees that the information contained herein is accurate, complete or timely or that such information accurately represents the conditions that would be encountered during the performance of the Contract. The furnishing of such information by the Port Authority shall not create or be deemed to create any obligation or liability upon it for any reason whatsoever and each Proposer, by submitting its Proposal, expressly agrees that it has not relied upon the foregoing information, and that it shall not hold the Port Authority liable or responsible therefor in any manner whatsoever. Accordingly, nothing contained herein and no representation, statement or promise, of the Port Authority, its Commissioners, officers, agents, representatives, or employees, oral or in writing, shall impair or limit the effect of the warranties of the Proposer required by this Proposal or Contract and the Proposer agrees that it shall not hold the Port Authority liable or responsible therefor in any manner whatsoever.

The Questions and Answers numbering sequence will be continued sequentially in any forthcoming Addenda that may be issued.

<b><i>Question # 1</i></b>	We respectfully request a 2-week extension on the due date for questions, and a minimum 4-week extension on the due date for RFP responses.
<b><i>Answer # 1</i></b>	The RFP due date is hereby extended to 4/05/2018, no later than 02:00 PM
<b><i>Question # 2</i></b>	With regard to timeline, can you advise on how questions to this RFP will be responded to? Will there be a single post of answers on a specific date or a rolling email response?
<b><i>Answer # 2</i></b>	Questions will be responded to via an addendum, which will be posted on the Port Authority's website. Vendors are advised to continually check the Authority's website for any additional addenda that may be forthcoming.

<b>Question # 3</b>	<p>The RFP states “The contract awarded from this RFP (the "Contract") shall be for <b>a three (3) and two (2) month period</b>. The Authority shall have the right to extend the Contract for up to three (3) additional one-year option periods. In addition, the Authority shall have the right to extend the Contract for an up to 180-day period.”</p> <p>Please clarify the term of the contract.</p>
<b>Answer # 3</b>	<p>See Changes/Modifications #2 above.</p>
<b>Question # 4</b>	<p>To effectively transition and manage customer networks, we require certain information about customers and networks before a device or a network is accepted for management. In order to properly develop a solution and provide the best pricing, we need:</p> <ol style="list-style-type: none"> <li>1. Device list - a detailed breakdown of the device types, manufacturer, (beyond Cisco Systems, who are identified in the RFP) and SW levels, and current level of maintenance carried on the devices (ex: Cisco Smartnet 24 x 7 x 4 Parts and Labor). For example, you mention that you have 1,206 switches, in Year 1, what types of switches and how many of each? i.e. (10) Cisco 7500’s, (1,000) Cisco 3650 switches, Call Servers, Load Balancers, Security Appliances. Etc.</li> <li>2. Site list – which locations are in scope of this opportunity associated to the device type.</li> </ol>
<b>Answer # 4</b>	<p>Device types include, but are not limited to, Cisco Nexus 7700 series and 9000 series platforms, IOS-based Cisco routers, Cisco 3800/3500/2900 series switch platforms (including stackable configurations), Cisco ASA, Cisco IE series switches, Cisco VG-type voice gateways, Cisco wireless components, Cisco Call Manager servers, multiple brands of UPS/PDU systems, and Cisco optical equipment. Current SMARTnet coverages are for 8x5xNBD with other provisions for immediate service-affecting outages.</p> <p>Please reference the site locations provided in the RFP ATTACHMENT H – SCOPE OF WORK, Part C, Section 8 for physical locations. A specific list of devices with location details and attributes will provided to the awardee upon commencement of the contract.</p>
<b>Question # 5</b>	<p>Are there new devices to be installed as part of this project?</p>
<b>Answer # 5</b>	<p>Additional devices are expected to be added and removed from the network through other contractors.</p>

<b><i>Question #6</i></b>	Please confirm that it is not the intent of the Port Authority of New York & New Jersey (PANYNJ) to award the business to more than one Contractor.
<b><i>Answer # 6</i></b>	Refer to page 25 Paragraph L of the RFP document.
<b><i>Question # 7</i></b>	<p>Please confirm that the PANYNJ is requesting the Contractor to collect, aggregate and correlate log data to identify security based events? Would this also include patch management and policy management?</p> <ul style="list-style-type: none"> <li>a. Monitoring log data</li> <li>b. First level Triage of Incidents</li> <li>c. Incident Response Plan</li> <li>d. Vulnerability/ Ongoing Security Assessments</li> </ul> <p>If not, describe the methodologies the Port Authority is considering to address the challenge</p>
<b><i>Answer # 7</i></b>	<p>The Authority is not requesting correlation of log data for security events, patch management, or policy management.</p> <p>Security triage and security incident response are not in scope.</p> <p>Vulnerability/security assessments are not in scope.</p>
<b><i>Question # 8</i></b>	In part II of the Cybersecurity and Computing Resources document under section A, it states that the Port Authority’s goal is to reduce or eliminate adverse Security impacts to your Computing Resource environment. Should we include these services to support this goal?
<b><i>Answer # 8</i></b>	These should not be included as services to the Authority, but instead should be contractor practices used to deliver the services outlined in the RFP.
<b><i>Question # 9</i></b>	Can PANYNJ please provide the systems with which our ticketing systems would integrate?
<b><i>Answer # 9</i></b>	Refer to paragraph F under Technical Work Approach on page 20 of the RFP document.
<b><i>Question # 10</i></b>	Under Network Utilization/Performance Reports – Please confirm that this list of requirements is specific to layer 2 / 3 devices since there are other device types in scope where this list doesn’t seem to apply.
<b><i>Answer # 10</i></b>	The list is not specific to layer 2/3 devices.
<b><i>Question # 11</i></b>	Please provide estimated incident volume per month for the number of devices outlined in the pricing sheet.

<b><i>Answer # 11</i></b>	Our current estimated incident volume is 800 to 900 incidents per month. This is historically estimated and may or may not be representative of future incident volumes.
<b><i>Question # 12</i></b>	The RFP remained silent on the topic of service request, change, release and configuration management. Please advise the role of the Contractor for these activities. A managed service provider would typically work with PANYNJ to define the policies for these processes and then the Contractor would be accountable for execution. This allows the Contractor to deliver a successful business outcome.
<b><i>Answer # 12</i></b>	The following functions are not in scope: move/add/change work, change control, and configuration management are not in scope.
<b><i>Question # 13</i></b>	Please provide estimated change volume per month for the number of devices outlined in the pricing sheet.
<b><i>Answer # 13</i></b>	The monitored device change volume per month (newly initiated device monitoring plus device removal/decommissioned from monitoring) is estimated to average between 50 and 100. This is historically estimated and may or may not be representative of future incident volumes.
<b><i>Question # 14</i></b>	Please provide the estimated change volume of access control list changes on the firewalls.
<b><i>Answer # 14</i></b>	Access control changes on the firewalls are out of scope.
<b><i>Question # 15</i></b>	PANYNJ has Identified "SONET" and "DWDM" Nodes as a requirement to be under management. Can you validate the assets are PANYNJ-owned assets? Or conversely, are these nodes from a Network Service Provider? We would require a complete inventory of proposed assets to assess this requirement.
<b><i>Answer # 15</i></b>	The identified "SONET" and "DWDM" nodes are fully owned and managed by the Authority and are primarily Cisco-branded.
<b><i>Question # 16</i></b>	Can the 60-day transition be extended?
<b><i>Answer # 16</i></b>	It is currently anticipated that the transition must be completed within 60 days.
<b><i>Question # 17</i></b>	Can you please provide Voice Server and Voice Gateway UCC specifications per the attached Excel File?

<b><i>Answer # 17</i></b>	The full solution design is not required for the monitoring services requested as part of this RFP. The existing set of Call Manager servers, voice gateways, and other specialized server functions will be provided in more detail at time of award to be sufficient for the monitoring included in this contract.
<b><i>Question # 18</i></b>	Has the Port Authority performed Vulnerability Assessments on their internal and guest Wi-Fi networks?
<b><i>Answer # 18</i></b>	The Authority's cybersecurity vulnerability practices are not within the scope of this RFP.
<b><i>Question # 19</i></b>	How does the PANYNJ currently prevent users from sending internal content outside of the organization?
<b><i>Answer # 19</i></b>	The Authority's cybersecurity detection systems are not within the scope of this RFP.
<b><i>Question # 20</i></b>	Please provide details as to the level of support the PANYNJ requires in regards to Management capabilities of the security devices.
<b><i>Answer # 20</i></b>	The services requested as part of this RFP do not include management of the security devices, but strictly network monitoring and notification services.
<b><i>Question # 21</i></b>	Does the PANYNJ Security team currently have a disaster recovery plan in place?
<b><i>Answer # 21</i></b>	Disaster recovery for security is not within the scope of this RFP.
<b><i>Question # 22</i></b>	Do your security requirements also include resources onsite? If so please describe in which capacity.
<b><i>Answer # 22</i></b>	Refer to the third paragraph under section 8, entitled Locations from Which Service Will Be Provided, on page 86 of the RFP document.
<b><i>Question # 23</i></b>	Can you confirm product types for the SONET/DWDM devices? Please list the equipment.
<b><i>Answer # 23</i></b>	The SONET/DWDM devices are primarily Cisco-branded ONS and NCS platforms. A specific list of equipment will be provided at commencement of the contract for transition.

<b>Question # 24</b>	Does PANYNJ have maintenance agreements with all SONET/DWDM vendors?  Will PANYNJ provide Letters-of-Agency (LOAs) for the Contractor to escalate to the OEMs?
<b>Answer # 24</b>	Yes, the Authority has a maintenance agreement with Cisco for their primary optical infrastructure. Yes, the Authority can provide LOA's for hardware support escalation to the vendor.
<b>Question # 25</b>	What are the Authority Security Standards for Layer 1 devices?
<b>Answer # 25</b>	This is not required for response to the Proposal.
<b>Question # 26</b>	What does "Provide ticket generation and tracking system..." refer to? Does Contractor need to provide PANYNJ an Incident Management application?
<b>Answer # 26</b>	The Contractor must leverage a system provided and operated by the Contractor for managing the incidents generated within the scope of this contract.
<b>Question # 27</b>	Can the Technical Service Delivery Manager attend monthly meetings via conference calls and not on-site monthly?
<b>Answer # 27</b>	Reference is made to Attachment H – Scope of Work, Paragraph C Section 6.
<b>Question # 28</b>	Our NOC is overseas but management is US based. Can we bid on this?
<b>Answer # 28</b>	No - Reference is made to Attachment H- Scope of Work page 86 Paragraph 8 entitled "Locations from Which Service Will Be Provided.
<b>Question # 29</b>	Page 172 references a FedRAMP certification – is this a requirement to respond?
<b>Answer # 29</b>	Reference is made to Attachment P- Controls Requirement Contract Checklist page 91- Section F entitled Cybersecurity Provisions.

**The following questions were received but not answered as they are not relevant to the work required by this RFP:**

*Question* Please provide a view of your Enterprise Network that includes the location of switch, routers, firewalls and other device types as well as dark fiber infrastructure and how the devices and applications are interconnected, showing layers 1 – 3.

*Question* How does the PANYNJ currently ensure that their employees are using the devices strictly for business purposes?

*Question* Has PANYNJ performed a Network Discovery, and/or e-discovery to ensure that all network devices are discovered and audited?

This communication should be initialed by you and annexed to your Proposal upon submission.

In case any Proposer fails to conform to these instructions, its Proposal will nevertheless be construed as though this communication had been so physically annexed and initialed.

THE PORT AUTHORITY OF NY & NJ

STACEY WILLNER,  
MANAGER  
TECHNOLOGY DIVISION  
PROCUREMENT DEPARTMENT

PROPOSER'S FIRM NAME: \_\_\_\_\_

INITIALED: \_\_\_\_\_

DATE: \_\_\_\_\_

QUESTIONS CONCERNING THIS ADDENDUM MAY BE ADDRESSED TO NADINE AZIZ, AT (212) 435-4628 or at [naziz@panynj.gov](mailto:naziz@panynj.gov)