

Addendum No. 1

RFP # 17-10340-7879

Infrastructure and Security Support and Maintenance Services

Prospective Respondents: You are hereby notified of the following information in regard to the referenced RFP:

REVISION

1. Replace the Liquidated Damages Section on page 4 of 8 of Appendix A – Standard Agreement (26-27 of 51 in the original RFP PDF File) in its entirety with the following:

Liquidated Damages

- (a) By accepting this Contract, the Contractor agrees to the delivery and acceptance requirements of this Contract and its Work Orders. If a Contract or WORFP schedule is not met, the delay will interfere with the Commission's program. In the event of any such delay, it would be impractical and extremely difficult to establish the actual damage for which the Contractor is the material cause. The Commission and the Contractor therefore agree that, in the event of any such delay the amount of damage shall be the amount set forth in the Work Order under the Section "Liquidated Damages" and agree that the Contractor shall pay such amount as liquidated damages, not as a penalty. Such liquidated damages are in lieu of all other damages arising from such delay.
- (b) The Commission and Contractor agree that the Deliverables identified in the Payment Schedule set forth in the WORFP as "Major Deliverables" (the "Major Deliverables") shall be those for which liquidated damages shall be applicable in the event of delay of their completion beyond the delivery date specified in the WORFP. If Major Deliverables are not identified in the WORFP, liquidated damages shall apply to the total value of the WORFP.

- (c) The amount of liquidated damages for any such Major Deliverable not completed by the deliverable schedule shall be set out in the applicable Work Order. Liquidated damages shall be assessed each calendar day until the date on which the Contractor completes such Major Deliverable, up to a maximum of thirty (30) calendar days. Contractor may recoup the total amount of liquidated damages assessed against previous Major Deliverables if the Contractor accelerates progress towards future Major Deliverables and meets the final project completion date set out in the WORFP.
- (d) If, at the end of the thirty (30) day period specified in “Liquidated Damages - (c)” above, the Contractor has not met the schedule for completion of the Major Deliverable, then the Commission, at no additional expense and at its option, may either:
 - (1) immediately terminate the Contract and all software, documentation, reports, Developed Materials and any other materials provided for or created for the Commission as a result of this Contract shall be given to the Commission, and the Commission shall be entitled to its remedies under “Termination”; or
 - (2) order the Contractor to continue with no decrease in effort until the work is completed in accordance with the Contract and accepted by the Commission or until the Commission terminates the Contract. If the Contract is continued, any liquidated damages will also continue until the work is completed.
- (e) At the end of the Contract term, or at such other time(s) as identified in the Contract, liquidated damages shall be paid by the Contractor and collected by the Commission by deducting them from the invoices submitted under this Contract or any other contract Contractor has with the Commission, by collecting them through the performance security, if any, or by billing the Contractor as a separate item.
- (f) To the extent that the delay is caused by the Commission, no liquidated damages will be applied.
- (g) If the delays are caused by the default of a Subcontractor, and if such default arises out of causes beyond the control of both the Contractor and Subcontractor, and without their fault or negligence, the Contractor shall not be liable for liquidated damages for delays, unless the supplies or services to be furnished by the Subcontractor were obtainable from other sources in sufficient time to permit the Contractor to meet the required performance schedule.

QUESTIONS AND ANSWERS

Following are the answers to questions submitted in response to the above referenced RFP as of September 7, 2017. All of the questions have been listed verbatim, as received by the Pennsylvania Turnpike Commission.

Proposer Questions			Pennsylvania Turnpike Commission (PTC)		RFP #: 17-10340-7879
			Infrastructure and Security Support and Maintenance Services		
#	Page	Section	Section Description	Proposer Question	Commission Response
1.				What are the number of users, locations and devices	2300 users, 60 locations, 10,000 devices
2.				Is there a need to monitor environments? (business hours, after business hours, 24x7)?	No
3.				Are there any expected SLA's?	Any expected SLA's will be included in potential Work Orders.
4.				Project work or break fix?	Both

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5.	11 of 20	F.	Relevant Experience and Expertise	<p>The RFP calls for responses to cover both Part IV and Appendix F services in a maximum of 6 pages. Coverage requires:</p> <ol style="list-style-type: none"> 1. Understanding of requirement 2. Description of firm's experience (Prime and Subcontractors) 3. 5 examples of service engagements...). Description of approach taken... <p>Respectfully request that this page count be expanded in order to fully meet compliance.</p>	Maximum will remain at 6 pages.	
6.	2	Appendix F	LogRhythm	Do you have LogRhythm Implemented today?	Yes	

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7.	2	Appendix F	LogRhythm	Can you describe the volume metrics associated with the LogRhythm Platform, i.e. QTY & Type of Log Sources, Messages Per Second (MPS) Volume, Service Level Agreements (SLA's) and Reporting?	Implemented within the last 6 months. Current sources: Domain controllers, FW, routers, switches, other security and networking syslog capable devices. Used as a log preservation and SIEM tool. Standard 8am-5pm SLA for system support from LogRhythm and reporting is currently ad-hoc. 250-500 MPS.	
8.	2	Appendix F	LogRhythm	What are your current threat intelligence feeds?	In process of implementing threat intelligence ecosystem partners into LogRhythm config.	
9.	2	Appendix F	Security Services	Can you describe your current workflow and processes for investigations, security breaches, data collection and related forensic services?	Use of PTC Security playbook which documents processes for investigations, data collections, etc in conjunction with forensic security tools such as EnCase Forensic software to collect, analyze and preserve data/chain of custody.	
10.	2	Appendix F	Remote Monitoring	What are you currently using for Remote Monitoring Tools?	SCCM, CB/Bit9 and EnCase.	

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11.	11	II-1-E	Personnel	<p>PTC has requested to submit resume of all proposed staff in this RFP.</p> <p>1. Is the proposed staff limited to just the primary person(s) responsible for managing the relationship?</p> <p>If resumes of technical staff who could be part of the delivery team is also required, can we submit sample resumes?</p>	Proposed staff should include staff likely to be used as part of this proposal.
12.	7	I-21	Commission Participation	<p>RFP states “Proposers should assume that project teams identified in future WORFPs will work off-site”. Can any of the work be performed offshore or only in the US?</p>	Both
13.	4	I-11	Questions and Answers	<p>As PTC plans to provide responses to questions by Sept 15, could PTC consider extending the due date for proposals beyond Sept 27, by at least one week?</p>	Proposals will be due as stated on Sept 27 th
14.	16	IV-2	Nature and Scope	<p>Per RFP, Contractors must submit responses to WORFP within 10 business days. Is this applicable for all WORFP or could there be exceptions for any major work orders – depending on scope and size of effort?</p>	It is possible exceptions could be made on an individual basis and would be specified within the WORFP.

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15.	11	II-1 Technical Submittal, item E. Personnel	Proposer must submit a current resume for all proposed staff listing relevant experience and applicable professional affiliations and/or certifications. Resumes should be included as part of the technical submittal of the Proposer's response. Resumes (not to exceed two (2) pages per staff member), are not included in the four-page limit.	Do vendors need to submit a resume for each position listed in Appendix G of the RFP?	Yes

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16.	11	II-1 Technical Submittal, item E. Personnel	Proposer must submit a current resume for all proposed staff listing relevant experience and applicable professional affiliations and/or certifications. Resumes should be included as part of the technical submittal of the Proposer's response. Resumes (not to exceed two (2) pages per staff member), are not included in the four-page limit.	Do vendors also need to submit a resume for the low-end rate and the NTE rate for each position?	Yes
17.	4 of 8	Appendix A	B	In the liquidated damages clauses in the RFP it notes "major deliverables." Where will those major deliverables be defined, within the work orders that result from this contract or within the RFP itself? If within the RFP, please note which specifics are "major deliverables" to be considered under this clause?	See Revision #1 above.

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18.	4 of 8	Appendix A	B	For the purposes of this clause “If Major Deliverables are not identified in the Contract, liquidated damages shall apply to the total value of the Contract” is contract meant to refer to work orders, or the total of work orders resulting from the RFP itself?	See Revision #1 above	
19.	4 of 8	Appendix A	B	Are the liquidated damages negotiable on a work order by work order basis?	No, See Revision #1 above.	
20.	17 of 20	IV-3	Requirements a.	It notes a ten day response time. Would fixed scope/price work order requests fall under this requirement?	Yes, but depending on size of request, more time may be given.	
21.		Appendix G, “AppG Resource Rates” Tab, Line item 23	Technical Documentation Specialist	Will the Commission please provide a description for this position title?	A position that is able to create various technical documents such as program specs, environment diagrams, requirements, procedures, ETC.	
22.	5	I-14	Proposals	Do we have to submit a separate CD-ROM or Flash drive for the Technical, Cost and DB proposals? Or can all three proposals be on the same flash drive?	Separate CD-ROM or Flash Drive.	

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23.	11	II-1 D	Firm Overview	Will not having an office or employees in the Commonwealth of PA hurt our chances of winning an award?	No	
24.	11	II-1 E	Personnel	Can we supply resume info representing a sampling of the resources that could be used rather than named resumes?	Resumes should include staff likely to be used as part of this proposal	
25.	13	II-3	Cost Submittal	What is the Commission's definition of "fully loaded" rates?	Rate that includes all costs and overhead for the positions.	
26.	Pages 2 and 6	Appendix A	Standard Agreement	On page 2 and page 6 in Appendix A there are two references to Exhibit X, however it is not part of the submission. Can you please confirm if there is an Exhibit X?	Appendix A is a sample Agreement that will be used with the awarded firm(s). The reference to Exhibit "X" is just a place holder for when the Agreement will be finalized. The three sections referenced are attached to the RFP.	

All other terms, conditions and requirements of the original RFP dated August 23, 2017 remain unchanged unless modified by this Addendum.