Coquitlam

Addendum No. 1

City of Coquitlam

RFP No. 21-018

IT - Managed Security Services

Issue Date: April 29, 2021

(consists of 4 pages)

Proponents shall note the following amendments to the RFP documents.

REVISIONS

QUESTIONS AND CLARIFICATIONS

Q1)   What are the number of devices in scope for MSS. Could we also perhaps get a list of device types and a split count for these device types?

A1)   Servers (~300), desktops (~800), laptops (~150), network switches (~250), smartphones (~300), VOIP (~800)

Q2)   Is the scope same for other services as well, including security scanning services?

A2)   Yes

Q3)   Does the scope include only the professional services or does the service provider need to provide the underlying technology (SIEM, VA Scanner tools etc.) as well.

A4)   Please provide both options

Q5 and A5) What is current SIEM?

- What is current EPS/EPD of current SIEM?
  (A) 1.5K – 2.1K for EPS

- How many Alerts/Offences per day?
  (A) unknown

- What elements are currently deployed(Architecture)?
  (A) McAfee ESM combo appliance

- Does MSSP required to own SIEM subscriptions?
  (A) Not required but open to this as a proposal

- Does MSSP required to maintain OS of SIEM Solution?
  (A) Yes

- How is SIEM Deployed?
  (A) Current on-prem

Q6 and A6) Provide details on Data Sources

- How many Firewalls? How many HA?
  (A) 2 core FW and 30 virtual
- What make/Model?
  (A) To be shared at a later time
- How many Routers?
  (A) 2 core routers
- What make/Model?
  (A) To be shared at a later time
- How many Switches?
  (A) ~250 switches
- What make/Model?
  (A) To be shared at a later time
- How many VPN Concentrators?
  (A) 2
- What make/Model?
  (A) To be shared at a later time
- How many other Security Devices?
  (A) Less than 10
- What make/Model?
  (A) To be shared at a later time
- How many Authentication Servers?
  (A) 6
- How many Servers?
  (A) ~300
- How many workstations?
  (A) ~800
- How many Mac Workstations?
  (A) ~15
- How many Web Proxies?
  (A) 2
- What is vendor?
  (A) McAfee
- How many CASB/Cloud SWG? E.g. Netskope/Zscaler?
  (A) Nothing at this point
- What is vendor?
  (A) N/A
- How many IDS/IPS are currently deployed?
  (A) 2

- What make/Model?
  (A) McAfee

- How many Linux Servers are deployed?
  (A) Linux VM 43 + Linux (DB) 5 + physical (xymon) 1

- How many Hypervisor deployed??
  (A) 8 vmware hypervisor, 2 stand alone ESXis, 2 MS Hyper-V

- How many EDR Endpoints deployed?
  (A) To be shared at a later date

- Any Cloud based applications?
  (A) O365, M365

(Q7 and A7) Provide details Vulnerability Management Services

- What VA Tools are currently in use?
  (A) Tenable.sc

- Is MSSP required to use current VA Tools at CoCo?
  (A) no

- How often are scans run?
  (A) weekly

- Do you require consulting services to analyze and reduce false positives from scan results?
  (A) Yes

- How Many IP Networks are in scope?
  (A) IP subnets ~300

(Q8 and A8) How <u>Many</u> Devices per network?

- Are all IP Networks centrally accessible?
  (A) No

- Can Scanner placed at HQ scan remote networks?
  (A) For most

- Are PCI ASV Scans required for CoCo?
  (A) Yes

- How many devices are in scope for PCI Scans? (External)
  (A) ~120

- Do you require to have QSA?
  (A) Include in your proposal as additional services

(Q9 and A9) What Endpoint tool is currently deployed? (EDR)

- How many EDR Agents currently deployed?
  (A) ~1.2K

- Is EDR tool managed on-premise or Cloud?
  On prem

(Q10) Our headquarters is in the City of Vancouver. If we acquire a non-resident City of Coquitlam business licence, will we qualify as a potential provider? (We are already registered as WorkSafeBC)

A10) **Yes**

(Q11) Are you using an IT Managed Security Services Provider today? (If yes) Who is the Provider?
A11 - No

Q12) (If No to #1) How are you managing your security devices today? Do you use a Security Information & Event Management (SIEM) platform?

A12) **Internal staff**

Q13) We would like to understand the scope and IT infrastructure: Do you have a network diagram that you can share?

A13) **Will not share at this time**

End of Addendum No. 1

Proponents take into account the content of this Addendum in the preparation and submission of the Proposal which will form part of the Contract and should be acknowledged on the Proposal Submission Form.

Upon submitting a Proposal, Proponents are deemed to have received all addenda that are issued and posted on the City's website and considered the information for inclusion in the Proposal submission.

Issued by:

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