



Addendum No. 4

City of Coquitlam

RFP No. 21-018

IT - Managed Security Services

Issue Date: May 13, 2021

(consists of 3 pages)

Proponents shall note the following amendments to the RFP documents.

QUESTIONS AND CLARIFICATIONS

Q1) What is the current number of EPS (Events Per Second)?

A1) 1.4K, burst to 2.1K. SIEM utilization is currently limited, EPS is not indicative of the final production deployment.

Q2) Please provide a breakdown on the number of servers, endpoints and workstation customer currently owns? A summary of the operating systems as it relates to those assets would be great.

A2) Already provided in previous Addendum.

Q3) Is customer hosting services in the cloud? Would those applications be in scope for Vulnerability management?

A3) Already answered in previous Addendum.

Q4) Please provide a breakdown on the number of network devices and type (routes, switches and load balancers)?

A4) Already answered in previous Addendum.

Q5) What security technologies need to be maintained and managed by the provider in addition to SIEM, scanner, IPS and DLP?

A5) Already answered in previous Addendum.

Q6) What SIEM, IDS/IPS and DLS solution does customer currently own?

A6) McAfee SIEM, IPS and DLP.

Q7) Does customer have a Vulnerability Scanning solution in place today?

A7) Yes, Tenable.SC.

Q8) Who is responsible for refreshing the managed security technologies through the managed security services contract?

A8 We're open to entertaining various models: our stack, your stack, combination.

Q9) How many IP addresses (Internal and External) are in scope for VA Scanning?

A9) **Already answered in previous Addendum.**

Q10) How many data centers, main offices and remote sites are within scope of the VA scanning service?

A10) Already answered in previous Addendum.

Q11) How are datacenters, main offices and remote sites connected?

A11) Municipal Fibre.

Q12) Is this proposal binding?

A12) This Proposal is non binding. Please refer to Instructions to Proponents, Clause 10. No Contract.

Q13) For the regulatory compliance requirements, does the supplier need to comply with all listed on section 2.3? what type of proof is required or mandatory?

A13) Yes, proof through certification.

Q14) Are SLAs mandatory or can the supplier provide SLOs?

A14) The City would prefer to see an Agreement vs proposed Objectives.

Q15) How many years of log retention are mandatory? (1, 3, or 7)

A15) Please provide pricing for different log retention.

Q16) According to an article in the TriCityNews (Dec 30, 2020 10:41 AM By: [Janis Cleugh](#)) It was stated that "*as part of the city's 2021 financial plan, council set aside \$97,500 to handle the rising number of online threats such as malware, ransomware, phishing and denial-of-service.*" Is this the budget amount for the requested services within this RFP?

A16) No.

Q17) For the Wireless Pentesting, can you kindly answer these questions please?

a) Confirm total building to be 37 [Parks:15 / City Buildings (Locations):22]

b) To reduce costs. If all buildings/parks share the same SSID, would you consider a sample of 2-3 sample locations? i.e. 1 Park, and 2 City buildings with ½ floors as part of Wifi Pentesting?

A17) Yes the City would consider this approach.

End of Addendum No. 4

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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