



ADDENDUM #2

To: All Companies Interested in Submitting a Proposal
From: Rebecca Johnson, CPPB, Purchasing Agent
RFB: Phishing & Malware Awareness Training Program (RFP #PUR0617-264);
Dated: September 11, 2017
Subject: Addendum #2 (3 pages)
Date: September 26, 2017

The following questions and/or clarifications were asked relative to the above-listed Request for Proposal. This memo is sent for clarification to all companies to whom the RFP was sent.

Question: Does the City of Cedar Rapids have a Learning Management System deployed and in production for training employees? If so, does it support SCORM 1.2 standard?

Answer: No

Question: What training and vendor partner does the City currently use for employee training regarding IT Security and Compliance and IT Best Practices?

Answer: The City does not currently have a partner. The City's Information Technology Department is currently working on a Request for Proposal for an Information Security Program.

Question: In section 4.3.8, what is meant by "learner capability"?

Answer: Learner capability is how the awareness program encourages the learning process for each participant.

Question: In section 4.3.8, what is meant by "minimum requests"?

Answer: Minimum request is to provide all the tools needed to transfer participants who are not aware to become aware of all potential malware/phishing attacks.

Question: In section 4.3.8, what is meant by "compliance"?

Answer: Compliance refers to how to monitor that each participant has succeeded in learning the training material provided.

Question: Does the City want professional services included with this proposal to include the following:

- Initial implementation?
- Initial knowledge transfer and training?
- Initial base lining of phishing and malware email test campaigns?

Answer: Yes, all of the above should be included in the proposal.

Question: Will the City do a scoping call prior to the RFP submittal deadline?

Answer: No, there will not be a scoping call prior to October 5th. Following initial evaluation of submitted proposals, selected vendors may be asked to do a walkthrough of the proposed solution.

Question: What email platform does the City have? (i.e. Outlook, Gmail, etc.)

Answer: Microsoft

Question: What email client does the City have on desktops?

Answer: Outlook

Question: If we meet an exemption to Iowa Code Chapter 22, Public Record Request, how would we state the exemption? Would inclusion into the agreement for the services be sufficient or is there a public records custodian we would need to submit a request to?

Answer: The exemption should be communicated in your proposal submittal; however, if the City receives an open records request for a copy of any submitted proposal we intend to comply with the request unless an application for protective order is filed with the Court as provided in the Iowa Open Records Law (specifically Iowa Code section 22.8, Injunction to restrain examination). Proper notice will be provided if such request is made.

Question: For ADA compliance, although we strive to align our products and services with Web Content Accessibility Guidelines, we cannot officially certify compliance. Can we provide our VPAT to show which areas we are in compliance with in lieu of this certification?

Answer: Any exceptions should be communicated in your proposal submittal.

Question: For Amount of Services under 3.5, is this just referring to professional services? As our services are a subscription to web based services and software, can we assume a commitment to a product subscription term is acceptable?

Answer: Yes

Question: Under Termination for Convenience, it states that any unfinished services, reports, materials prepared by the Consultant may become the property of the City. As we are not normally providing professional services or work made for hire, and we are only providing a subscription to our web based services, we will not be granting any rights in the provided information related to the services. Will this be acceptable?

Answer: Any exceptions should be communicated in your proposal submittal.

Question: Termination for Convenience also states payment for services provided. For sake of clarity, would this mean payment for a 1-year subscription, if cancelled, would need prorated reimbursement or would this only relate to a provision for professional services? Are these terms negotiable?

Answer: Any exceptions should be communicated in your proposal submittal. Some terms and conditions may be negotiable if your proposal advances to the final stage of the evaluation process.

All addenda that you receive shall become a part of the contract documents and shall be acknowledged and dated on the bottom of the Signature Page (Attachment C). The deadline for proposal submittal is Thursday, October 5, 2017 before 3:00 p.m. CDT.