

MASSACHUSETTS DEVELOPMENT FINANCE AGENCY

ANSWERS TO QUESTIONS

REQUEST FOR PROPOSALS
FOR
MANAGED SECURITY SERVICES
FOR
NETWORK INFRASTRUCTURE

OCTOBER 21, 2020

1. **Can you share the office locations where staff are located, as well as where the datacenters are physically located?**

Our main datacenters are in Boston and Devens with 9 additional sites around the Commonwealth. Vendor is not required to be onsite at any location.

2. **Please provide a full inventory of the Fortinet equipment (and/or other hardware) that is in the scope of the services, including make/model/quantity of devices.**

There are 2 Fortigate 200D and 9 Fortigate 90D units. Additionally there are 14 FortiAP 221B devices.

3. **Can MassDevelopment elaborate on whether the services are focused on security services as indicated in the RFP title, or more aligned to overall operational management services of the network layer as indicated in the Scope of Service requirements?**

It is more aligned with the overall operational management services of the network layer as indicated in the Scope of Service requirements.

4. **Please detail what UTM features are implemented and are in scope for management.**

UTM features that are in use are IPS, DLP, Web Filtering, Anti-Virus, Anti-Spam, and SSL inspection.

5. **Does MassDevelopment have their own monitoring and management tools, and if so, what is the expectation of the Agency in terms of the provider leveraging those tools?**

Respondent is expected to provide their own monitoring and management tools. The Agency has an internal monitoring system that will run in parallel.

6. **Please identify what Fortinet management/security products are deployed and in scope for services (FortiManager, FortiAnalyzer, FortiSIEM, other?).**

FortiAnalyzer

7. **What 2 factor authentication technology is in use presently?**

AccessWerx is currently used for the 2 factor authentication.

8. **Can you elaborate on the expectations for leaked credential monitoring? Does MassDevelopment have a security toolset today that can identify this (SIEM, MDR, other) and if so what is that toolset?**

The Agency does not currently have a security toolset in place for monitoring leaked credentials. The expectation is that the Agency would provide a list of emails for the respondent to monitor. This list will be updated quarterly.

9. **What ticketing system is in use? Will the provider be responsible to integrate with it? Or is MassDevelopment open to working in the providers ticket system for all ticket management activities?**

Respondent will not need to integrate with our existing internal Helpdesk ticketing system.

10. **What is the expected cadence for updates/patching? Monthly, Quarterly, other?**

Quarterly at a minimum.

11. **Can you provide any historical context on the frequency of activities such as provisioning /deployment and design assistance? What is the expected turn around for provisioning requests?**

Typically, the Agency would reach out for deployment activities when we move a location or open an additional location. This is an infrequent event, less than every other year. Design assistance is also infrequent and is usually a minimal question for confirmation of a change the Agency would make in-house. Turn around time for deployment is 2-3 weeks, Design assistance is 2-3 days.

12. **The second paragraph in § 14 of this form states “The Agreement may also be terminated by the Agency for its convenience but only upon seven (7) days written notice to the Consultant.” Termination for convenience with only 7 days notice is highly unusual for IT managed service contracts. Is the Agency willing to negotiate on this clause?**The firm or firms selected will be required to execute a contract substantially in the form that was attached to the RFP with respect to all material terms. Respondents should note any exceptions to the terms and conditions presented in the RFP in their proposal submitted in response to the RFP.