



Emergence Health Network

El Paso Center for Mental Health/Intellectual Disabilities

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ADDENDUM

To: All Interested Proposers

From: Diana Billingsley

Date: April 13, 2017

Subject: **Managed Firewall Monitoring Services RFP #17-006 Addendum I**

This addendum includes responses to all questions submitted as of Tuesday, April 11, 2017.

Any questions or additional information required by interested vendors must be emailed to bidquestions@ehnel Paso.org . RFP number and title must be on the “Subject Line” of the email. Attempts to circumvent this requirement may result in rejection of the proposal.

RFP No. 17-006
Managed Firewall Monitoring Services
Q&A

The queries raised by the bidders via subsequent emails up till April 4, 2017 and clarifications with regard to bid documents for the procurement of Managed Firewall Monitoring Services are given as under:

Question Raised	Reply/Clarification
<i>Conflict of Interest Form: We do not have anyone who is doing business with this entity or any other government entity thus do we still need to sign this form as the form states to name the person (but there is no person to name.)?</i>	Please put N/A, sign and submit.
<i>Certificate of Lobbying: There is a question that states the following: Do you plan to have any Subawards under this transaction? What does Emergence mean by "Subawards"? Is Emergence talking about having subcontractors doing the job?</i>	This question is more for the vendor. Do you all plan on having subcontractors for any services described in the rfp if it is awarded to you.
<i>It is understood that the vendor will be expected to alert EHN staff of any suspicious activity detected through Cisco ASA and FirePOWER. Please advise if any historic data for last 3 months can be available for review categorizing the alerts as P1, P2 or P3.</i>	No historical data will be made available. Chosen vendor will be expected to create their own data set for identifying and categorizing events. Chosen vendor will determine events as either being positive or false positive and alert EHN of any positive events or suspicious activity.
<i>Does the "as needed" professional services need to be performed onsite or can be executed remotely?</i>	If it requires on-site support then we will require someone to be onsite, otherwise it can be done remotely.
<i>Can you please provide a approx number of incidences or service requests for last 6 months for the in scope devices</i>	In the past 6 months EHN has not had any service requests for incidents on in-scope devices.
<i>Do vendor need to provide some define reports monthly/biweekly or the scope only includes monitoring, proactive measures and reactive support?</i>	Yes, weekly/monthly reports preferred.
<i>Is the upgrade and patching will be in scope of this RFP. Do EHN have active smartnet from Cisco?</i>	Yes, we have included upgrades and patching as part of the RFP. Yes, we have an active smartnet contract from Cisco for in-scope devices.

In case of any further information/clarification, they may send email and ask through bidquestions@ehnel Paso.org, individual visits are not entertained before April 11, 2017.