ALASKA RAILROAD CORPORATION
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April 28, 2023

Addendum 2
RFP #23-22-210719
SIEM Software, Hardware, Implementation Training and Integration Services

Addendum number 2 has been issued for questions/ clarification.
The Closing Date for this ITB has changed.
Proposals will be received until May 12, 2023 @ 3:00 PM Alaska time.

Questions:

1. It is very important to have an accurate count. We note that the scoping doc show 2000 servers, but only addresses just over 900. Is there a better number to use?
    a. **The 2000 servers/workstations is the accurate number.**

2. Of the servers, will event collection be done via a Windows Event Collector or on a server by server (agent) basis?
    b. **Or syslog on linux.**

3. The Small, low activity firewalls, would you classify them as Data Center, Headquarters or Branch uses? Please break this down as their EPS levels vary drastically.
    a. **a. The small firewalls are protecting small PCI environments. They would be Branch Offices in most models with 3-7 PCs/devices in them.**

4. For VPN, is that tunneling to firewalls or do you have a separate VPN device?
    a. **Some are tunneling, and some VPN services are terminated at the N/S Internet firewall device.**

5. For Additional Log Sources, what is the approximate EPS for these as this can vary widely?
    a. **I would estimate an enterprise-wide total of 3000 eps with a 1 pull per minute frequency at most endpoints and limiting some firewall syslog to specific levels (aka: not informational).**

6. Is the DBE participation mandatory in this Solicitation?
    a. **No.**

7. Is it mandatory to have an "Alaska business license number" for participation in this solicitation?
    a. **No.**

8. Would ARRC like to make payment of the product license cost upfront on a yearly or monthly basis?
    a. **Prefer monthly, may be open to yearly.**

9. What is the estimated increase in ingestion and devices per quarter?
   a. 35 + devices per quarter.

10. Can you provide the procedures in place for the backup and restoration of the various components?
    a. It varies. Yes we can if we execute a contractwith your firm.

11. What is the proposed method for our SOC analysts to connect into the ARRC environment?
    a. via dedicated local VM, or as required.

12. Are there any specific reports that the SOC team is required to generate on a daily, weekly, or monthly basis to meet any internal and/or external compliance needs?
    a. Yes, there will be requirements for PCI, HIPAA, FRA, and best practices (like failed logins, times of logins, etc).

13. Is ARRC willing to permit some services to be carried out remotely? i.e., non-US-based options to provide these services? This hybrid option is often used by our clients to obtain our global network of cybersecurity intelligence analyst's services at a reasonable price.
    a. Yes.

14. Would ARRC except add alt services provided over the required turnkey package?
    a. Yes please include them in your proposal and note on the fee schedule that these options would be in addition to what is required to operate your platform per the scope of services

15. How will the selection process be made, all off of the proposal submission?
    a. The proposals will be reviewed and ranked and with the highest ranked firms participating in a second round or phase of interviews to further summarize their capabilities per Section D of the RFP.

16. Will the ARRC accept an email file in lieu of USB electronic file?
    a. A dropbox file upload will be accepted in lieu of an USB file, as this will also allow the use of excels spread sheet to be uploaded. Email files can be unreliable.

Here is the Dropbox link for RFP submittals
https://www.dropbox.com/request/kJZigR11T3339478r8s4

Please acknowledge receipt of this and all addendums in your firm's Service Bid Form. All other terms and conditions remain unchanged.
If there are any questions regarding this addendum please let me know.

Thank you,

Greg C Goemer
Sr. Contract Administrator
Alaska Railroad Corporation