



CHIEF EXECUTIVE OFFICE

ADDENDUM ONE

FOR

PRIVACY AND CYBERSECURITY SERVICES

RFI# RMB-2022-01

Prepared By

County of Los Angeles

August 3, 2022

ADDENDUM ONE

This Addendum shall commence and be effective immediately upon release.

QUESTIONS AND ANSWERS

Q1: When will the contract solicitation occur and how much does the County estimate it will be worth?

A1: Since this is a Request for Information with regards to Attachments I and II, the details to the question above would be addressed in a future contract solicitation if issued.

Q2: Is there any source we should be following to have a full spectrum of the scope and future opportunities?

A2: All updates for this RFI and future opportunities can be found on ISD's website (<https://camisvr.co.la.ca.us/LACoBids/BidLookUp/OpenBidList>).

Q3: Can we receive editable attachments?

A3: All attachments are available and editable on the following County website by searching for "RMB-2022-01." (<https://camisvr.co.la.ca.us/LACoBids/BidLookUp/OpenBidList>)

Q4: Do we need to be an approved LA County vendor to participate in this RFI process?

A4: No, this is not a solicitation that results in a contract, it is a Request for Information only; any firm can submit the requested information.

Q5: Are there page limits, or character limits to the responses?

A5: No, there are no limits to the responses in terms of length.

Q6: Is this project a Privacy group initiative and if so, what additional groups/stakeholders will participate in this project?

A6: Please refer to section 2.0 of the RFI.

Q7: A clause was not included in Attachment I, where should we make comments on missing clauses?

A7: Attachment I include all terms and conditions the County is seeking comments on.

Q8: What if our firm provides some, but not all, of the services listed in the Attachment II service categories?

A8: List any services your firm provides that are related to the listed service categories.

Q9: What if our firm offers services not listed in the Attachment II service categories?

A9: See Attachment III of the RFI.

Q10: Related to Service Category 4, Cybersecurity and Privacy Training for Workforce, how many total employees would participate in this?

A10: County employees over 110,000 people.

Q11: Would the County be open to the use of 3rd party vendors to execute some of the service categories as needed?

A11: Since this RFI is solely to gather information, please list all services your firm offers, and if those services are provided by a 3rd party, please make note of that. For more specifics regarding 3rd

party vendors, review section 8 in the Information Security and Privacy Requirements Exhibit included in the RFI.

Q12: How is LA County leveraging automation in Privacy and Cybersecurity?

A12: Components of security reporting are automated, but not a mature process currently.

Q13: How is the County executing on these requirements today? Is County using any services partners or technology to support the process currently? Can we be provided copies of contracts or agreements?

A13: LA County meets these requirements through internal and external partners, the number of which varies depending on the need of services. This is a Request for Information with regards to Attachments I and II, so no copies of contracts or agreements will be provided.

Q14: Is the County aligned with any particular security framework, such as NIST SP 800-53?

A14: County leverages NIST 800-53 with many other 800 Series SP and ISO 27001. Security framework is based on 800-53 as the core.

Q15: How does LA County continuously identify, measure, and manage security posture to reduce risk and maintain compliance? And how is progress and maturity measured?

A15: The County utilizes internal and 3rd party assessments to recalibrate existing improvement plans using a mix of technology from trusted partners. Progress is measured against compliance reports and validated through assessments and County security tools.

Q16: Does LA County have a unified view of security signals today or is it more siloed amongst different operating units? Is there a desire to consolidate/unify further?

A16: It is siloed due to County organization model, but consolidation and simplification is desired.

Q17: What are the most important Regulations and Security Frameworks to LA County?

A17: HIPAA, CJIS, California privacy legislation, NIST 800-53, ISO 27001.

Q18: Can you provide more information surrounding the penetration testing?

A18: County pen testing will be driven by a defined scope. It is at the discretion of the County what that scope entails and could be a subset of the overall devices based on department and enterprise needs.

Q19: Is this a new procurement or a follow-on?

A19: This is only a Request for Information; future opportunities can be found on ISD's website (<https://camisvr.co.la.ca.us/LACoBids/BidLookUp/OpenBidList>).

Q20: Can LA County define the current state of their privacy policy and the level of policy review/development they are looking for with a chosen partner?

A20: Since this is a Request for Information with regards to Attachments I and II, the details to the question above would be addressed in a future contract solicitation if issued. County has not moved to select any vendors or partners.

Q21: Can LA County define what services they are hopeful to enlist as it relates to "compliance review"?

A21: At this time, the County is gathering information on certain Cybersecurity and Privacy services as outlined in Attachments I and II; the service categories listed are a framework for information. If firms provide any services surrounding these topics, please detail, if they do not provide all, please list services that are available.

Q22: Can LA County further define what services they are hopeful to enlist as it relates to Call Center Support, Identity Theft Protection, and Data recovery and forensic analysis?

A22: At this time, the County is gathering information on certain Cybersecurity and Privacy services as outlined in Attachments I and II; the service categories listed are a framework for information. If firms provide any services surrounding these topics, please detail, if they do not provide all, please list services that are available.

Q23: How many vendors does LA County require assessment services on?

A23: Since this is a Request for Information with regards to Attachments I and II, the details to the question above would be addressed in a future contract solicitation if issued.

Q24: Among the 37 total departments within the County, please quantify the number of departments that have specific needs for HIPAA compliance, CJIS compliance, PCI compliance.

A24: Since this is a Request for Information with regards to Attachments I and II, the details to the question above would be addressed in a future contract solicitation if issued.

Q25: Please quantify the approximate number of County employees who would receive the basic training module(s) and the approximate number of employees who would receive “specialized” training in HIPAA, CJIS, PCI, and any other privacy rules or regulations.

A25: Since this is a Request for Information with regards to Attachments I and II, the details to the question above would be addressed in a future contract solicitation if issued.

Q26: Does the County currently have their own Learning Management System (LMS)?

A26: Yes, the County does utilize a Learning Management System.

Q27: Does the County have more specific concerns outside the normal course of “typical” vulnerability assessments for HIPAA, CJIS, and PCI?

A27: Since this is a Request for Information with regards to Attachments I and II, the details to the question above would be addressed in a future contract solicitation if issued.

Q28: Does the County expect the Vendor to bring technology solutions or does the County plan to leverage its existing tools?

A28: Since this is a Request for Information with regards to Attachments I and II, the details to the question above would be addressed in a future contract solicitation if issued.

Q29: Does the County intend to receive a rate card for the requested services as part of this RFI response?

A29: Since this is a Request for Information with regards to Attachments I and II, the details to the question above would be addressed in a future contract solicitation if issued.

Q30: In Attachment II, page 3 – is the County asking us to provide the services under #3?

A30: At this time, the County is gathering information on certain Cybersecurity and Privacy services as outlined in Attachments I and II; the service categories listed are a framework for information. If firms provide any services surrounding these topics, please detail, if they do not provide all, please list services that are available.

- Q31: Could you please provide specific training requirements and details, i.e., subject areas, automated training, face to face – please supply as much detail as possible so we can provide an accurate pricing.**
- A31:** Since this is a Request for Information with regards to Attachments I and II, the details to the question above would be addressed in a future contract solicitation if issued.
- Q32: Are there specific goals to meet either federal DBE, SDVODB or local state MBE?**
- A32:** Since this is a Request for Information with regards to Attachments I and II, the details to the question above would be addressed in a future contract solicitation if issued.
- Q33: Is the goal of the RFI to provide information on a holistic trust platform across privacy, policy management, audit, ethics & compliance?**
- A33:** Please refer to section 2.0 of the RFI.
- Q34: Would a business use case of how other similar counties, companies and institutions be helpful?**
- A34:** If there is information the firm finds valuable not addressed in any other section of the RFI, please provide additional information in Attachment III.
- Q35: Will the County be interested in a product demonstration to allow us to showcase the merits of a separate, focused, specialized solution to support the goals of #4) Cybersecurity and Privacy Training Workforce?**
- A35:** This is strictly a Request for Information; if the firm has information to supplement other sections of the RFI, please provide this additional information in Attachment III.
- Q36: In Attachment II, page 2, when asking for volume of clients and jurisdictions, are you asking how many clients we have performed compliance assessments for and where they are located?**
- A36:** Yes.
- Q37: In Attachment II, page 2, when asking for experience in reporting capabilities are you asking how we report compliance information to our clients?**
- A37:** Yes, and the firm's experience with reporting compliance to clients.
- Q38: In Attachment II, page 2, when asking for experience in tracking capabilities are you asking how we track client compliance status over time?**
- A38:** Yes, and the firm's experience with tracking compliance for clients.
- Q39: In Attachment I, does the County have a preference in how to indicate agreement with a provision? Should both cells in column C and D be left blank?**
- A39:** The County does not have a preference, but if columns C and D are left blank, then it is assumed the firm had no comment or issue with the provision.
- Q40: What privacy frameworks are you required to comply with?**
- A40:** Since this is a Request for Information with regards to Attachments I and II, the details to the question above would be addressed in a future contract solicitation if issued.
- Q41: Our organization currently has a Master Agreement with the County of Los Angeles, if we receive a contract related to this RFI can we use our current agreement?**
- A41:** This is a Request for Information, not a contract solicitation. Any future contract solicitations would be based on a separate Master Agreement.

Q42: Will a prime contractor be required to gain County approval prior to landing as part of the prime vendor team?

A42: Since this is a Request for Information with regards to Attachments I and II, the details to the question above would be addressed in a future contract solicitation if issued.

Q43: Upon selection as a prime vendor, will the prime vendor be able to select programs/projects that they are best suited to, or required to respond to all queries for proposal within Cybersecurity and Privacy?

A43: Since this is a Request for Information with regards to Attachments I and II, the details to the question above would be addressed in a future contract solicitation if issued.

Q44: Does any vendor who meets all the requirements get awarded a contract?

A44: This is strictly a Request for Information.

Q45: How many vendors does LA County expect to have servicing these needs?

A45: This is strictly a Request for Information, details to the question above would be included in a future contract solicitation if issued.

Q46: Does LA County have a current strategy and roadmap that encompasses Security, Compliance and Privacy? Is it shareable?

A46: Since this is a Request for Information with regards to Attachments I and II, the details to the question above would be addressed in a future contract solicitation if issued.

Q47: Can details be provided around how Security, Risk Management, Privacy, and Compliance functions are organized within LA County?

A47: Since this is a Request for Information with regards to Attachments I and II, the details to the question above would be addressed in a future contract solicitation if issued.

Q48: Does LA County have a documented mission/vision they can share? Are there documented objectives to support the overall mission/vision?

A48: LA County missions and goals can be found on this website (<https://ceo.lacounty.gov/strategic-plan-and-goals/>).

Q49: It appears LA County allows remote workers; will that continue in the future and does your current environment leverage a modern strategy for securing the user environment?

A49: This is strictly a Request for Information, details to the question above would be included in a future contract solicitation if issued.

Q50: Does LA County have any challenges with attracting, retaining, and skilling of Security/Privacy professionals?

A50: This is a Request for Information with regards to Attachments I and II.

Q51: Does LA County have SLAs for Cybersecurity and Privacy Breach responses, and can those be shared?

A51: This is a Request for Information with regards to Attachments I and II.

Q52: What constitutes a breach to trigger breach response? Single user vs multiple users?

A52: Since this is a Request for Information with regards to Attachments I and II, the details to the question above would be addressed in a future contract solicitation if issued.

Q53: Does the Cybersecurity and Privacy Training need to be in person instructor led or online resources can be leveraged?

A53: At this time, the County is gathering information on certain Cybersecurity and Privacy services as outlined in Attachments I and II. Vendors are welcome to respond regarding training services in any format.

Q54: Under which requirements will the notification section fall in reference to Attachment II “Cybersecurity and Privacy Breach Management Services: to identify breach impact and provide required legal and regulatory notifications?”

A54: Since this is a Request for Information with regards to Attachments I and II, the details to the question above would be addressed in a future contract solicitation if issued.

Q55: Any requirements for clearance or anticipation of designated sensitive positions?

A55: Since this is a Request for Information with regards to Attachments I and II, the details to the question above would be addressed in a future contract solicitation if issued.

Q56: Will the County consider making amendments to their Master Agreement?

A56: At this time, the County is seeking and will consider responses to Attachment I through this Request for Information.

Q57: Can we be provided with additional exhibits referenced in the Attachment I?

A57: This information will be addressed in a future contract solicitation, if any is issued.