

Questions

ISO 20000/27001 Consultancy RFP

Solicitation # DCRB-14-037

1. Will all sites be included in the certification (e.g., will the certification include the Data Center and Disaster Recover Center)?

Two sites will be included DCRB Headquarters at 900 7th St. N.W. Washington, DC and DCRB's collocated datacenter in Ashburn Virginia.

2. Will you please provide headcount of all staff to be included in the scope of this project and the subsequent certification?

This is a facility certification for the IT policies and processes. The full time IT staff is 6, with 11 contractors on site.

3. Will you please provide more details on the systems, applications, hardware, and technology used that will be in scope?

DCRB, out of security concerns, maintains a policy of limiting publicly available information on these issues. The successful Offeror will have access to this information upon completion of the required background checks.

4. Will you please provide additional details on all services provided as a part of the Retirement Modernization Program?

Retirement Modernization Program is not part of this procurement and therefore not relevant.

5. Will you please provide detail on any existing documented processes and tools?

We have change management, incident management, disaster recovery, infrastructure/operations SOPs, project/program management (charter, communications, risk), and security (10 + policies including PII, password management, internet usage, etc).

6. The District of Columbia may receive cost benefit of breaking the RFP into two phases: a gap assessment and the follow up work. Will this be a consideration?

Not at this time, the expectation is that a gap analysis would be part of any proposal.

7. In the headers and footers, can the fonts used be larger or smaller than 12 PTS?

Yes

8. For the Scope of the Certification are ALL employees based in Washington DC, and Ashburn VA or are there any other DCRB Locations?

All employees are based in Washington DC

9. Is there a Drop Dead Date by which DCRB Must be Certified?

No.

10. At DCRB within the IT Department - Are Audits of the current processes performed? If so, who perform these?

Audits are currently performed, as part of the annual financial audit; they're performed by Clifton, Larson, Allen.

11. Can the education requirement of a Bachelor's Degree be satisfied with years of work experience?

Yes

12. Will the RFP be modified to allow subcontractors?

No.