

BOARD RESPONSE TO WRITTEN REQUESTS FOR CLARIFICATION

RELATING TO:

REQUEST FOR QUOTE
FOR

Cybersecurity Services

24-01

March 4, 2024

Florida Prepaid College Board
1801 Hermitage Blvd., Suite 210
Tallahassee, Florida 32308
(850) 488-8514

Memorandum

To: Prospective Respondents, RFQ 24-01

From: Florida Prepaid College Board

Date: March 4, 2024

Subject: Board Response to Written Requests for Clarification relating to RFQ 24-01:
Cybersecurity Services

Any questions concerning conditions and specifications of this RFQ were required to be submitted in the form of written questions, on the Request for Clarification Form, and pursuant to the schedule in Section 2.01. Please note, if any of these requirements were not met, the questions may not be included in the answer section below.

Company Name: Dogwood Management Partners LLC,
Tampa/Chipley, Florida

| Question | RFQ Section | RFQ Page | Question/Comment |
|---|------------------------|----------|---|
| 1 | Minimum Qualifications | 4 | You indicated that the proposed resource must be US based. Is it safe to assume from this and other statements that remote work is allowed, rather than being on-site at your facility? |
| Remote work is allowed, no expectation for on-site resources. | | | |

Company Name: CRI Advantage, Inc.

| Question | RFQ Section | RFQ Page | Question/Comment |
|--|-------------|----------|---|
| 1 | 1 | 2 | Can a respondent consist of a prime contractor and a subcontractor in a teamed response to this RFQ, where the experience for both the prime and the sub can be used to satisfy the Minimum and Preferred Qualifications required in Tab 2 as well as the requirements in Tabs 3-6? |
| Respondents can propose subcontractors, the Respondent (prime contractor) must meet the requirements set forth in the RFQ. | | | |

| Question | RFQ Section | RFQ Page | Question/Comment |
|--|-------------|----------|---|
| 2. | 1 | 2 | Is there an incumbent firm currently providing Cybersecurity Services to the Florida Prepaid College Board, or has the Board used any cybersecurity firms or consultants in the past five years? Can you name them? |
| Yes, the Board currently uses North Highland who provides strategic advisory services and its subcontractor Optiv that provide Cybersecurity advisory services. Within the last five years, the Board has also had cybersecurity analysis work done by Secure Ideas. | | | |

| Question | RFQ Section | RFQ Page | Question/Comment |
|---|-------------|----------|---|
| 1. | 3 | 4 | <p>Regarding the Comprehensive Risk Assessments mentioned in the paragraph titled Vendor Risk Management:</p> <ul style="list-style-type: none"> - Is External Penetration Testing in-scope? If so, how many external IPs? - What is the total number of internal network devices for Internal Network Vulnerability Testing? <ul style="list-style-type: none"> ○ Do you require credentialed scanning? ○ How are the assets separated - broadcast domains? By VPNs? By VLANS? ○ What are the subnet sizes? ○ Do you utilize Microsoft Intune? ○ Do you utilize site-to-site VPNs? - Is Web Application Security Testing in-scope? If so, how many applications? - Is Wireless Penetration Testing in-scope? If so, how many sites? - Is Physical Penetration Testing in-scope, if so, how many facilities will be in-scope? - Regarding Information Security (IS) Policies, how many are presently defined and implemented? - Is Social Engineering / Phishing in-scope? If so, approximately how many individuals will be targeted? |
| <p>The Board is interested in risk assessments pertaining to the Board's key business areas and is open to recommendations by the Respondent.</p> | | | |

Company Name: Fortalice Solutions, LLC

| Question | RFQ Section | RFQ Page | Question/Comment |
|--|-------------|----------|---|
| 1 | 3 | 3 | In relation to the "Cybersecurity Strategy and Consulting" Service, which frameworks, if any, are the Florida Prepaid College Board currently leveraging? If prior assessments have been conducted, which frameworks were used? |
| The National Institute of Standards and Technology (NIST) Cybersecurity Framework. | | | |

| Question | RFQ Section | RFQ Page | Question/Comment |
|---|-------------|----------|--|
| 2 | 3 | 4 | Under the "Board and Executive Communication" Service, will duties of the awarded vendor include communicating updates regarding the entire cybersecurity program, or be limited to just the relevant direct work being performed by the vendor? |
| Updates will be related to relevant work being performed by the vendor and emerging cybersecurity trends. | | | |

| Question | RFQ Section | RFQ Page | Question/Comment |
|--|-------------|----------|---|
| 3 | 3 | 4 | In relation to the "Threat Intelligence Services" Service, which threat intel tools are the Florida Prepaid College Board currently leveraging? |
| The Board leverages Bitsight and Own Secure. | | | |

| Question | RFQ Section | RFQ Page | Question/Comment |
|----------|-------------|----------|---|
| 4 | 3 | 4 | In relation to the "Security Rating Software Platform" Service, has the Florida Prepaid College Board received previous risk assessments that have been leveraged to produce a cyber risk score for risk measurement? This clarification is sought because previous risk assessments are helpful when establishing a baseline measurement, that can then be measured against a later cyber risk assessment. |
| Yes. | | | |

| Question | RFQ Section | RFQ Page | Question/Comment |
|--|-------------|----------|---|
| 5 | 4 | 6 | Between required "Cybersecurity Services" and recommendations for "Value-Add Services," are there any specific constraints or general guidelines surrounding overall budget that respondents should adhere to when providing competitive pricing? |
| The expected budget is between \$250K to \$500K. | | | |

| Question | RFQ Section | RFQ Page | Question/Comment |
|--|-------------|----------|---|
| 6 | 5 | 9 | Following the "Negotiation Phase," will Florida Prepaid College Board be awarding one (1) individual vendor with the full contract of services, or will the Board instead award separate Cybersecurity Services (and Value-Add Services) to multiple vendors? |
| The Board intends to enter a contract with one Respondent. | | | |

| Question | RFQ Section | RFQ Page | Question/Comment |
|----------|-------------|----------|---|
| 1 | N/A | N/A | Regarding place of performance, please confirm whether a hybrid approach (remote and onsite) is acceptable. |
| Remote. | | | |

| Question | RFQ Section | RFQ Page | Question/Comment |
|--|-------------|----------|------------------------------------|
| 2 | N/A | N/A | What is the period of performance? |
| 12 months is the minimum number of months for the service contract. The Board is interested in a contract for up to five years, with the option for up to a five-year renewal. | | | |

| Question | RFQ Section | RFQ Page | Question/Comment |
|---|-------------|----------|---|
| 3 | N/A | N/A | Will travel costs be reimbursed if an onsite meeting is required? |
| Yes, if travel is requested by the Board. | | | |

| Question | RFQ Section | RFQ Page | Question/Comment |
|----------------------------------|-------------|----------|--|
| 4 | N/A | N/A | Is this a new or existing opportunity? |
| This is an existing opportunity. | | | |

| Question | RFQ Section | RFQ Page | Question/Comment |
|--|-------------|----------|---|
| 5 | N/A | N/A | What cybersecurity-specific challenges is the Board facing? |
| The Board seeks to protect and continuously enhance Board systems, data, and training. | | | |

| Question | RFQ Section | RFQ Page | Question/Comment |
|---------------|-------------|----------|---|
| 6 | N/A | N/A | Are the Board's systems currently hosted in a cloud environment? If there is a cloud environment, is the Board currently using any tools to manage the cloud environment? |
| Yes, and yes. | | | |

| Question | RFQ Section | RFQ Page | Question/Comment |
|----------|-------------|----------|--|
| 7 | N/A | N/A | Do you leverage the North West Data Center for your cloud environment? |
| No. | | | |

| Question | RFQ Section | RFQ Page | Question/Comment |
|--|-------------|----------|---|
| 8 | N/A | N/A | Is it the Board's intent to create a monthly managed service with a contractor or is the intent to price specific services with deliverables? |
| The intent is to create a monthly managed services relationship. | | | |

| Question | RFQ Section | RFQ Page | Question/Comment |
|--|-------------|----------|--|
| 1 | N/A | N/A | Services are billed on a monthly basis – please clarify what is the minimum number of months for the service contract? How are renewal periods determined? |
| 12 months is the minimum number of months for the service contract. The Board is interested in a contract for up to five years, with the option for up to a five-year renewal. | | | |

| Question | RFQ Section | RFQ Page | Question/Comment |
|----------|-------------|----------|---|
| 2 | N/A | N/A | Can this engagement be performed 100% remotely? |
| Yes. | | | |

| Question | RFQ Section | RFQ Page | Question/Comment |
|---------------------------|-------------|----------|---|
| 3 | N/A | N/A | What is the number of employees you envisage to be interviewed? |
| See section 5 of the RFQ. | | | |

| Question | RFQ Section | RFQ Page | Question/Comment |
|--|-------------|----------|---|
| 4 | 3 | 3 | <p>The RFQ states: "The Respondent(s) will assist the Board with development and maintenance of a comprehensive cybersecurity strategy and program that aligns with the Board's business objectives".</p> <p>What is the minimum number of months for this service?</p> <p>Can you provide or direct us to the Board's business objectives?</p> <p>Is there an existing ERM Plan and other cybersecurity/IT related policies and procedures documents?</p> <p>What are the industry standards, regulations and compliance requirements contractors are expected to provide advice on?</p> |
| <p>12 months is the minimum number of months for the service contract. The Board is interested in a contract for up to five years, with the option for up to a five-year renewal.</p> <p>Respondent can find additional information on the Board's business objectives in the 2022 Annual Report: https://www.myfloridaprepaid.com/about-us/board-reports/.</p> <p>Yes.</p> <p>Respondent expected to provide advice on relevant standards, regulations and compliance requirements that apply to the Board. The Board currently follows The National Institute of Standards and Technology (NIST) Cybersecurity Framework.</p> | | | |

| Question | RFQ Section | RFQ Page | Question/Comment |
|----------|-------------|----------|---|
| 5 | 3 | 4 | <p>In presenting the quarterly updates and reports to the Board, can this be done 100% remote, or does it need to be presented at the Tallahassee office?</p> <p>In presenting the monthly updates to Executive Leadership, can this be done 100% remote, or does it need to be presented at the Tallahassee office?</p> <p>Can the Board itemize what the updates and reports must contain?</p> <p>Can the Board clarify the primary POC or interface between the Vendor and the organization – is it the Board or Executive Leadership?</p> |

Quarterly updates and reports presented to the Board can be done remotely.

Likewise, monthly updates to Executive Leadership can be done remotely.

The updates and reports may contain the following areas: summary of risk assessments and vulnerability identification, strategic recommendations to reduce cybersecurity risk, advisory recommendations related to industry, environment, legal and statutory cybersecurity direction, cyber security program maturity and project recommendations.

Executive Leadership will be the primary point of contact between the vendor and the Board.

| Question | RFQ Section | RFQ Page | Question/Comment |
|----------|-------------|----------|--|
| 6 | 3 | 4 | <p>The RFQ states: "The Respondent will assist the Board with the development, maintenance, testing, and continuous improvement of incident response and business continuity and disaster recovery plans."</p> <p>What is the expected minimum duration for this? Will this include internal vulnerability scans, external web application and/or network penetration tests? And if so, who will conduct these tests? If Vendor, can the Board provide a list of the assets under scope?</p> |

This is an ongoing activity to be performed incrementally. 12 months is the minimum number of months for the service contract. The Board is interested in a contract for up to five years, with the option for up to a five-year renewal.

Respondent is expected to perform or recommend vendor to perform vulnerability scans.

Information about specific organizational resources and assets is considered sensitive.

Respondent can find additional information in the 2022 Annual Report: <https://www.myfloridaprepaid.com/about-us/board-reports/>.

| Question | RFQ Section | RFQ Page | Question/Comment |
|----------|-------------|----------|---|
| 7 | N/A | N/A | Can the Board confirm if completed response forms should be submitted in one concise PDF document |

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| | | | clearly delineating the individual Tabs and any additional documentation? |
| The written response packet should be submitted in one concise document without references to an appendix or attachment, unless otherwise requested. | | | |

| Question | RFQ Section | RFQ Page | Question/Comment |
|--|-------------|----------|--|
| 8 | Appendix A | 3-8 | Are there page limitations to be adhered to for TAB 3: Organizational Experience, TAB 4: Cybersecurity Services, and/or TAB 5: Value-Added Services? |
| No, there are no page limitations for Tab 3, 4, or, 5. The length of the Response is at the discretion of the Respondent; however, Responses are expected to be brief and to contain full and fair disclosure of essential elements. | | | |

| Question | RFQ Section | RFQ Page | Question/Comment |
|---|--------------|----------|---|
| 1 | Introduction | 3 | Is this a new program or is there an incumbent? |
| There is an incumbent for these services. | | | |

| Question | RFQ Section | RFQ Page | Question/Comment |
|--|-------------|----------|---|
| 2 | Background | | Can a high-level architecture be provided that describes how the Prepaid College Board operates? Where does the responsibility for these services begin and end for the peripheral components of other organizations? |
| Information about specific organizational resources and assets is considered sensitive. | | | |
| Respondent can find additional information in the 2022 Annual Report: https://www.myfloridaprepaid.com/about-us/board-reports/ . | | | |
| A general architecture assumption should be that all core business operations use Salesforce, AWS, and WordPress. | | | |

| Question | RFQ Section | RFQ Page | Question/Comment |
|---|------------------------------|----------|--|
| 3 | Business Process Outsourcing | 3 | How many project resources can the Prepaid College Board Support? Are mid and senior experience levels expected? |
| We anticipate the resources (and experience levels of resources) to be appropriate to provide the requested services. | | | |

| Question | RFQ Section | RFQ Page | Question/Comment |
|--|-----------------------|----------|---|
| 4 | Procurement Objective | 3 | How many IT assets are the responsibility of the Florida Prepaid College Board? |
| Information about specific organizational resources and assets is considered sensitive. | | | |
| Respondent can find additional information in the 2022 Annual Report: https://www.myfloridaprepaid.com/about-us/board-reports/ | | | |

| Question | RFQ Section | RFQ Page | Question/Comment |
|----------|-----------------------|----------|--|
| 5 | Procurement Objective | 3 | From a terminology perspective, is the Prepaid College and College Investment one in the same? |
| Yes. | | | |

| Question | RFQ Section | RFQ Page | Question/Comment |
|----------|-----------------------------------|----------|---|
| 6 | Board and Executive Communication | 6 | Does the Prepaid College Board have performance metrics for contractors that are based on management, communication, operational, and technical objectives? |
| Yes. | | | |

| Question | RFQ Section | RFQ Page | Question/Comment |
|--|-------------------------|----------|---|
| 7 | Cybersecurity Awareness | 4 | How is current security awareness and training conducted? |
| The Board utilizes KnowBe4 for security awareness and training. Additional Salesforce provided security training have been identified and assigned to staff. | | | |

| Question | RFQ Section | RFQ Page | Question/Comment |
|---|-----------------------------------|----------|---|
| 8 | Security Rating Platform Software | 4 | Is the Florida Prepaid College Board committed to the use of the BitSight software due to contract provisions or other reasons? |
| No, the Board is open to other software solutions as appropriate. | | | |

| Question | RFQ Section | RFQ Page | Question/Comment |
|--|-------------|----------|---|
| 9 | Background | 3 | What is the biggest challenge that the Prepaid College Board is facing which is driving this RFP? |
| The Board has a large customer base performing financial transactions and as such seeks to protect and continuously enhance Board systems, data, and training. | | | |

| Question | RFQ Section | RFQ Page | Question/Comment |
|----------|------------------------------|----------|--|
| 10 | Business Process Outsourcing | 3 | Is there a current CMDB to which all resources are identified and managed? |
| No. | | | |

| Question | RFQ Section | RFQ Page | Question/Comment |
|--|-----------------------|----------|---|
| 11 | Procurement Objective | 3 | Are all IT resources managed on prem, or in a specific cloud environment? |
| The Board predominantly uses Salesforce and AWS cloud solutions. | | | |

| Question | RFQ Section | RFQ Page | Question/Comment |
|---|-------------|----------|---|
| 12 | Background | 3 | Can a key organizational resource list be provided? |
| Information about specific organizational resources and assets is considered sensitive. Respondent can find additional information in the 2022 Annual Report: https://www.myfloridaprepaid.com/about-us/board-reports/ | | | |

Company Name: RSM US LLP

| Question | RFQ Section | RFQ Page | Question/Comment |
|---|-------------|----------|---|
| 1 | 3 | 3-4 | Does SBA have an idea of a timeline for each of these services and how long the contract is intended to be in effect? |
| <p>The Board is open to Respondent's proposed timelines for these services.</p> <p>12 months is the minimum number of months for the service contract. The Board is interested in a contract for up to five years, with the option for up to a five-year renewal.</p> | | | |

| Question | RFQ Section | RFQ Page | Question/Comment |
|---|---|----------|--|
| 2 | Appendix A. Tab 2. Preferred Qualifications | 3 | Can SBA provide clarification on whether the preferred qualification is intended for this contract, "The Respondent has experience providing cybersecurity advisory services related to use of Salesforce platform including Financial Services Cloud, Experience Cloud, Marketing Cloud, MuleSoft or other Salesforce products as enterprise transactional systems" |
| <p>The Board anticipates knowledge and understanding of the described technologies will enhance cybersecurity advisory recommendations. Respondents with limited experience should communicate their approach to gain relevant understanding and if such insight is important to providing cybersecurity advisory services.</p> | | | |

| Question | RFQ Section | RFQ Page | Question/Comment |
|---|-------------|----------|--|
| 3 | 3 | 3-4 | How many endpoints are in the environment? |
| <p>The Board is interested in risk assessments pertaining to the Board's key business areas and is open to recommendations by the Respondent.</p> | | | |

| Question | RFQ Section | RFQ Page | Question/Comment |
|---|-------------|----------|---|
| 4 | 3 | 4 | Can SBA expand on their usage of BitSight today in terms of measuring performance and/or prioritizing cybersecurity activity? |
| <p>The Board currently uses Bitsight as one of its tools for monitoring cybersecurity vulnerabilities and vulnerability mitigation of Board assets, service provider managed assets, service provider organization level vulnerabilities, and security ratings.</p> | | | |

| Question | RFQ Section | RFQ Page | Question/Comment |
|--|-------------|----------|---|
| 5 | 3 | 4 | Can SBA provide additional context to their recurrence and level of detail for the expected threat intel service? |
| <p>Threat and vulnerability identification and mitigation is an ongoing activity with threats and vulnerabilities identified from a variety of sources including BitSight, Salesforce, and other products.</p> | | | |

| Question | RFQ Section | RFQ Page | Question/Comment |
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| 6 | 3 | 4 | Has a crisis management plan been developed? If yes, does it include business continuity? |
| Yes, and yes. | | | |

| Question | RFQ Section | RFQ Page | Question/Comment |
|----------|-------------|----------|---|
| 7 | 3 | 4 | Has a disaster management team or incident command team, or executive leadership team for event response been identified? If so, does the team have documented roles and responsibilities? Or does the Board follow the incident command structure (in general) for event response? |
| Yes. | | | |

| Question | RFQ Section | RFQ Page | Question/Comment |
|----------|-------------|----------|--|
| 8 | 3 | 4 | If no to the previous question, does the Board subscribe to Florida's Emergency Support Function (ESF) structure? If so, what ESF does the Prepaid College Board fall under? |
| N/A | | | |

| Question | RFQ Section | RFQ Page | Question/Comment |
|----------|-------------|----------|---|
| 9 | 3 | 4 | What is the status of Business Continuity program and the Disaster Recovery program documents (i.e., does any program documentation exist)? |
| Yes. | | | |

| Question | RFQ Section | RFQ Page | Question/Comment |
|----------|-------------|----------|---|
| 10 | 3 | 4 | Has the Board identified owners of the Business Continuity program and the Disaster Recovery program? |
| Yes. | | | |

| Question | RFQ Section | RFQ Page | Question/Comment |
|--|-------------|----------|--|
| 11 | 3 | 4 | Has a business impact analysis (BIA) ever been conducted? If so, when was the original and when and how are the BIAs reviewed and updated? |
| Board assets have been evaluated for business impact within the last year. | | | |

Company Name: Tryfacta, Inc.

| Question | RFQ Section | RFQ Page | Question/Comment |
|--|---|----------|--|
| 1 | 3 - Cybersecurity Strategy and Consulting | 4 | Can the Board provide more specific details regarding the desired outcomes or key performance indicators (KPIs) for the cybersecurity strategy and consulting? |
| The Board is open to Respondent recommendations. | | | |

| Question | RFQ Section | RFQ Page | Question/Comment |
|---|---------------------------------------|----------|--|
| 2 | 3 - Board and Executive Communication | 4 | Can the Board clarify the format and content expected in the regular updates and reports to the Board? Are there any specific topics or metrics that should be included in these communications? |
| Quarterly executive presentations are typically provided in PowerPoint presentation format. | | | |
| The updates and reports may contain the following areas: summary of risk assessments and vulnerability identification, strategic recommendations to reduce cybersecurity risk, advisory recommendations related to industry, environment, legal and statutory cybersecurity direction, cyber security program maturity and project recommendations. | | | |

| Question | RFQ Section | RFQ Page | Question/Comment |
|---|----------------------------------|----------|--|
| 3 | 3 - Threat Intelligence Services | 4 | Can the Board elaborate on the frequency and type of threat intelligence updates it expects? Are there particular types of threats that the Board is most concerned about? |
| The Board is particularly interested in threats that would affect processing integrity, customer data protection, and undermine trust in the Program. | | | |

| Question | RFQ Section | RFQ Page | Question/Comment |
|--|---|----------|--|
| 4 | 3 - Incident Response and Business Continuity and Disaster Recovery | 4 | Is there an existing incident response, business continuity, and disaster recovery plan that the vendor will need to review and improve upon, or is the expectation to develop these plans from the start? |
| Yes, the Respondent will review and provide recommendations. | | | |

| Question | RFQ Section | RFQ Page | Question/Comment |
|---|---|----------|--|
| 5 | 3 - Cybersecurity Strategy and Consulting | 4 | Can you provide more details about the specific business objectives you aim to achieve through the cybersecurity strategy? Are there any industry-specific regulations or compliance the cybersecurity strategy? |
| See Section 1 of the RFQ. | | | |
| Respondent can find additional information in the 2022 Annual Report: https://www.myfloridaprepaid.com/about-us/board-reports/ . | | | |

The Board currently follows The National Institute of Standards and Technology (NIST) Cybersecurity Framework.

| Question | RFQ Section | RFQ Page | Question/Comment |
|----------|---------------------------------------|----------|--|
| 6 | 3 - Board and Executive Communication | 3 | Could you elaborate on the key focus areas or metrics that the Board would like to see in regular update and reports on cybersecurity matters? How would you prefer to receive monthly cybersecurity updates for executive leadership? Are there any specific requirements for the location of meetings, especially during quarterly Board meetings? |

Quarterly updates and reports presented to the Board can be done remotely.

Likewise, monthly updates to Executive Leadership can be done remotely.

The updates and reports may contain the following areas: summary of risk assessments and vulnerability identification, strategic recommendations to reduce cybersecurity risk, advisory recommendations related to industry, environment, legal and statutory cybersecurity direction, cyber security program maturity and project recommendations.

| Question | RFQ Section | RFQ Page | Question/Comment |
|----------|------------------------|----------|--|
| 7 | Vendor Risk Management | | Can you share more information about the third-party vendors and partners critical to the Board's operations? How many total vendors? Are there specific risk assessment criteria or methodologies you would like us to prioritize? |

Information about specific organizational resources and assets is considered sensitive.

Respondent can find additional information in the 2022 Annual Report:
<https://www.myfloridaprepaid.com/about-us/board-reports/>.

The Board currently follows The National Institute of Standards and Technology (NIST) Cybersecurity Framework.

| Question | RFQ Section | RFQ Page | Question/Comment |
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| 8 | Cybersecurity Awareness and Training | | Could you provide more details on the specific cybersecurity policies and best practices you want to emphasize in training programs? Are there particular challenges or gaps in current training efforts that you would like us to address? |

The Board wishes to reinforce roles, responsibilities, data use protection, compliance, and communications through training.

| Question | RFQ Section | RFQ Page | Question/Comment |
|---|---|----------|---|
| 9 | Incident Response and Business Continuity and Disaster Recovery | | What are the critical business functions or assets that should be prioritized in the development of incident response and recovery plans? How frequently do you expect these plans to be tested and updated? Can these be effectively managed remotely? |
| <p>Information about specific organizational resources and assets is considered sensitive.</p> <p>Respondent can find additional information in the 2022 Annual Report: https://www.myfloridaprepaid.com/about-us/board-reports/.</p> <p>The Board is open to recommendations from Respondents about frequency.</p> <p>Work can be managed remotely.</p> | | | |

| Question | RFQ Section | RFQ Page | Question/Comment |
|---|------------------------------|----------|---|
| 10 | Threat Intelligence Services | | <ul style="list-style-type: none"> • Are there specific industries or threat vectors that you consider most relevant to the Board's cybersecurity landscape? • How would you like us to communicate and share emerging threat information with your team? |
| <p>The Board is primarily interested in threats specific to financial services, public sector, and education industries. The Board is particularly interested in threats that would affect processing integrity, customer data protection, or undermine trust in the Program.</p> <p>The Respondent(s) will present regular updates and reports to the Board during the quarterly Board meetings on cybersecurity matters. The Respondent(s) will also provide monthly cybersecurity updates to executive leadership.</p> | | | |

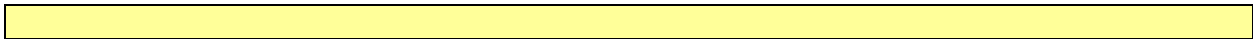
| Question | RFQ Section | RFQ Page | Question/Comment |
|---|--|----------|--|
| 11 | Security Technology Evaluation, Architecture, and Design | | <ul style="list-style-type: none"> • Can you provide more information on the organization's current IT architecture and systems for a more tailored technology assessment? • Are there any budgetary constraints or considerations we should be aware of when recommending cybersecurity technologies? |
| <p>A general architecture assumption should be that all core business operations use Salesforce, AWS, and WordPress.</p> <p>Information about specific organizational resources and assets is considered sensitive.</p> <p>Respondent can find additional information in the 2022 Annual Report: https://www.myfloridaprepaid.com/about-us/board-reports/.</p> <p>The expected budget is between \$250K to \$500K.</p> | | | |

| Question | RFQ Section | RFQ Page | Question/Comment |
|---|------------------------|----------|--|
| 12 | Continuous Improvement | | <ul style="list-style-type: none"> • What key performance indicators (KPIs) or metrics would you like to see in assessing the ongoing effectiveness and improvement of the cybersecurity program? • Are there specific areas of the cybersecurity program that you believe require continuous attention? |
| <p>The Board will work with the Respondent to determine mutually agreeable relevant KPI metrics, if any.</p> <p>The Board will work with the Respondent to determine mutually if there are areas that require continuous attention.</p> | | | |

| Question | RFQ Section | RFQ Page | Question/Comment |
|--|-----------------------------------|----------|---|
| 13 | Security Rating Platform Software | | <ul style="list-style-type: none"> • What specific functionalities or features are you looking for in a Security Rating Platform, considering the current use of BitSight? • Are there any integration preferences or requirements related to the Security Rating Platform? |
| <p>The Board has been satisfied with the functionality and features of BitSight as a security rating platform. While integration opportunities are known to exist, integration of the security rating platform is not a requirement.</p> | | | |

| Question | RFQ Section | RFQ Page | Question/Comment |
|--|----------------------|----------|---|
| 14 | Value-Added Services | | <ul style="list-style-type: none"> • Are there any specific challenges or pain points beyond the listed business needs that you would like us to address with potential value-added services? • Are there specific criteria for evaluating the cost-effectiveness of proposed value-added services? |
| <p>No. The Respondent may offer services other than those specifically outlined in the solicitation that it believes offer additional operational benefits, efficiencies, or risk reduction (Value-Added Services).</p> <p>Each Response for which the Respondent meets the minimum qualifications and satisfies the mandatory requirements will be evaluated, independently, by members of an Evaluation Team appointed by the Board.</p> | | | |

| Question | RFQ Section | RFQ Page | Question/Comment |
|--|-----------------|----------|---|
| 15 | Other Questions | | <ul style="list-style-type: none"> • Are you open to remote collaboration, or do you prefer onsite engagements? • Are there specific cybersecurity tools, software, or licenses that need to be acquired for the project? |
| <p>Remote.</p> <p>Respondents should identify needed tools, software, or licenses to provide cybersecurity advisory services. The Board prefers ongoing payment for tools, software, and licenses to be paid directly by the Board or authorized reseller of the item.</p> | | | |



| Question | RFQ Section | RFQ Page | Question/Comment |
|--|-----------------|----------|--|
| 16 | Other Questions | | <ul style="list-style-type: none">• Should the cost of these tools be included in the project estimate, or will they be billed separately?• Are there specific certifications or qualifications that the team members should possess? |
| <p>The costs of the tools utilized by the Respondent to provide the advisory services should be included in the Request for Quote.</p> <p>We expect experience levels of team members to be appropriate to provide the requested services.</p> | | | |

| Question | RFQ Section | RFQ Page | Question/Comment |
|--|-------------|----------|--|
| 1 | N/A | N/A | Are you currently only looking for a hourly billing rate? Based on the RFP scope it appears that currently, the scope is more ongoing and generic, and hence the question. |
| No, the Board is open to Respondents recommended payment format. | | | |

| Question | RFQ Section | RFQ Page | Question/Comment |
|----------|-------------|----------|---|
| 2 | N/A | N/A | Is this the first time that you will contract a vendor for the services in question? If not, then would a copy of the final contract and amount of the previous successful vendor be available? |
| No. | | | |
| Yes. | | | |

| Question | RFQ Section | RFQ Page | Question/Comment |
|---|-------------|----------|---|
| 3 | 3 | 3 | How comprehensive is your existing cybersecurity documentation including – cybersecurity strategy/program, cybersecurity policies and procedures, business continuity plan, and incident response plan? When was the last time these were reviewed? |
| Information about specific organizational resources and assets is considered sensitive. | | | |
| Respondent can find additional information in the 2022 Annual Report: https://www.myfloridaprepaid.com/about-us/board-reports/ . | | | |

| Question | RFQ Section | RFQ Page | Question/Comment |
|---------------------------------------|-------------|----------|--|
| 4 | 3 | 4 | Do you currently have a vendor management program in place? If so, when was the last time it was reviewed? |
| Yes, and it is periodically reviewed. | | | |

| Question | RFQ Section | RFQ Page | Question/Comment |
|---|-------------|----------|--|
| 5 | 3 | 4 | Do you currently have a documented cybersecurity awareness and training program/plan? If so, when was the last time it was reviewed? |
| Yes. Training modules were reviewed within the last year. | | | |

| Question | RFQ Section | RFQ Page | Question/Comment |
|----------|-------------|----------|--|
| 6 | 3 | 3 and 4 | Please provide a high-level overview of your technical infrastructure. Also, please provide more details of the specific makes/models and numbers of various infrastructure components such as firewalls, switches, routers, anti-virus, operating systems, and so on. |

Information about specific organizational resources and assets is considered sensitive.

Respondent can find additional information in the 2022 Annual Report:

<https://www.myfloridaprepaid.com/about-us/board-reports/>.

A general architecture assumption should be that all core business operations use Salesforce, AWS, and WordPress.

| Question | RFQ Section | RFQ Page | Question/Comment |
|---|---------------------------|---------------|---|
| 1 | PUR1000 AND PUR1001 | In General | Will the final contract awarded require the inclusion of the terms and conditions of PUR1000 AND PUR1001? |
| The Board will consider limited exceptions to the terms and conditions. | | | |

| Question | RFQ Section | RFQ Page | Question/Comment |
|----------|-------------|-----------------------------------|--|
| 2 | GENERAL | General approach to T&Cs | Will the Board consider the use of Vendor's standard contract as a starting point for negotiation? |
| Yes. | | | |

| Question | RFQ Section | RFQ Page | Question/Comment |
|----------|---------------------------|---------------|--|
| 3 | PUR1000 AND PUR1001 | In General | Will the Board consider limited exceptions to the terms and conditions of PUR1000 and PUR1001? |
| Yes. | | | |

| Question | RFQ Section | RFQ Page | Question/Comment |
|----------|-------------|--------------------------------|--|
| 4 | GENERAL | General approach to T&Cs | Will the Board consider additional service specific terms contained in an applicable service schedule? |
| Yes. | | | |

| Question | RFQ Section | RFQ Page | Question/Comment |
|-------------------|-------------|---------------|---|
| 5 | GENERAL | In General | Does the board envision the requested services be performed as a none-time project or an ongoing service. |
| Ongoing services. | | | |

| Question | RFQ Section | RFQ Page | Question/Comment |
|--|-------------|---------------|---|
| 6 | GENERAL | In General | If a one-time project, how quickly should the project be completed. |
| Work is expected to be an ongoing service. | | | |

| Question | RFQ Section | RFQ Page | Question/Comment |
|--|-------------|---------------|---|
| 7 | GENERAL | In General | If an ongoing service, what is the expected term? |
| 12 months is the minimum number of months for the service contract. The Board is interested in a contract for up to five years, with the option for up to a five-year renewal. | | | |

Company Name: Marcmann Solutions, LLC

| Question | RFQ Section | RFQ Page | Question/Comment |
|--|---------------|----------|--|
| 1 | Tab 6 Pricing | | Does the Agency have a projected range for the cost of the cybersecurity services outlined in the solicitation? Or an approved budget? |
| The expected budget is between \$250K to \$500K. | | | |

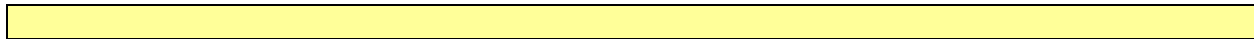
| Question | RFQ Section | RFQ Page | Question/Comment |
|------------------------------------|----------------|----------|---|
| 2 | Tab 4 Services | | Will the nature of this work preclude the awardee of this service contract from the ability to support any future cyber security initiatives sought from the Agency as a result of the advisory services provided on the Florida Prepaid Program? |
| There are no expected preclusions. | | | |

| Question | RFQ Section | RFQ Page | Question/Comment |
|--|-------------|----------|---|
| 1 | N/A | N/A | Services are billed on a monthly basis – please clarify what is the minimum number of months for the service contract? How are renewal periods determined? |
| 12 months is the minimum number of months for the service contract. The Board is interested in a contract for up to five years, with the option for up to a five-year renewal. | | | |

| Question | RFQ Section | RFQ Page | Question/Comment |
|----------|-------------|----------|---|
| 2 | N/A | N/A | Can this engagement be performed 100% remotely? |
| Yes. | | | |

| Question | RFQ Section | RFQ Page | Question/Comment |
|---------------------------|-------------|----------|---|
| 3 | N/A | N/A | What is the number of employees you envisage to be interviewed? |
| See Section 5 of the RFQ. | | | |

| Question | RFQ Section | RFQ Page | Question/Comment |
|---|--|----------|--|
| 4 | Section 3 – Description of Services / Services / Cybersecurity Strategy and Consulting | 3 | The RFQ states: "The Respondent(s) will assist the Board with development and maintenance of a comprehensive cybersecurity strategy and program that aligns with the Board's business objectives". What is the minimum number of months for this service? Can you provide or direct us to the Board's business objectives? Is there an existing ERM Plan and other cybersecurity/IT related policies and procedures documents? What are the industry standards, regulations and compliance requirements contractors are expected to provide advice on? |
| 12 months is the minimum number of months for the service contract. The Board is interested in a contract for up to five years, with the option for up to a five-year renewal. | | | |
| See section 1 of the RFQ for information regarding the Board. | | | |
| Respondent can find additional information in the 2022 Annual Report: https://www.myfloridaprepaid.com/about-us/board-reports/ . | | | |
| The Board performs enterprise risk management and has several established cybersecurity/IT related policies and procedures documents. | | | |
| The Board is primarily interested in threats specific to financial services, public sector, and education industries. | | | |



| Question | RFQ Section | RFQ Page | Question/Comment |
|----------|--|----------|---|
| 5 | Section 3 – Description of Services / Services / Board and Executive Communication | 4 | <p>In presenting the quarterly updates and reports to the Board, can this be done 100% remote, or does it need to be presented at the Tallahassee office?</p> <p>In presenting the monthly updates to Executive Leadership, can this be done 100% remote, or does it need to be presented at the Tallahassee office?</p> <p>Can the Board itemize what the updates and reports must contain?</p> <p>Can the Board clarify the primary POC or interface between the Vendor and the organization – is it the Board or Executive Leadership?</p> |

Quarterly updates and reports presented to the Board can be done remotely.

Likewise, monthly updates to Executive Leadership can be done remotely.

The updates and reports may contain the following areas: summary of risk assessments and vulnerability identification, strategic recommendations to reduce cybersecurity risk, advisory recommendations related to industry, environment, legal and statutory cybersecurity direction, cyber security program maturity and project recommendations.

Executive Leadership will be the primary point of contact between the vendor and the Board.

| Question | RFQ Section | RFQ Page | Question/Comment |
|----------|--|----------|---|
| 6 | Section 3 – Description of Services / Services / Incident Response and Business Continuity and Disaster Recovery | 4 | <p>The RFQ states: "The Respondent will assist the Board with the development, maintenance, testing, and continuous improvement of incident response and business continuity and disaster recovery plans."</p> <p>What is the expected minimum duration for this?</p> <p>Will this include internal vulnerability scans, external web application and/or network penetration tests? And if so, who will conduct these tests? If Vendor, can the Board provide a list of the assets under scope?</p> |

12 months is the minimum number of months for the service contract. The Board is interested in a contract for up to five years, with the option for up to a five-year renewal.

Testing of internal network vulnerabilities, wireless penetration, and physical penetration would be evaluated based on the Respondent's recommendation.

| Question | RFQ Section | RFQ Page | Question/Comment |
|----------|-------------|----------|---|
| 7 | N/A | N/A | Can the Board confirm if completed response forms should be submitted in one concise PDF document |

| | | | |
|--|--|--|---|
| | | | clearly delineating the individual Tabs and any additional documentation? |
| The written response packet should be submitted in one concise document without references to an appendix or attachment, unless otherwise requested. | | | |

| Question | RFQ Section | RFQ Page | Question/Comment |
|---|-------------------------------------|-----------|--|
| 8 | Appendix A: Written Response Packet | Pages 3-8 | Are there page limitations to be adhered to for TAB 3: Organizational Experience, TAB 4: Cybersecurity Services, and/or TAB 5: Value-Added Services? |
| No, the length of the response is at the discretion of the Respondent; however, Responses are expected to be brief and to contain full and fair disclosure of essential elements. | | | |

Company Name: Soteria LLC

| Question | RFQ Section | RFQ Page | Question/Comment |
|---|-------------|----------|--|
| 1 | N/A | N/A | Is there an incumbent provider for Cybersecurity services for the Florida Prepaid College Board? If so, what is the provider name? |
| Yes, the Board currently uses North Highland who provides strategic advisory services and its subcontractor Optiv that provide Cybersecurity advisory services. | | | |

| Question | RFQ Section | RFQ Page | Question/Comment |
|---|-------------|----------|---|
| 2 | N/A | N/A | What is the pricing model, hourly rate, or fixed fees of the previous provider of cybersecurity services for Florida Prepaid College Board? |
| The previous provider performed services on a fixed fee basis paid monthly. | | | |

Company Name: Verizon

| Question | RFQ Section | RFQ Page | Question/Comment |
|---|--|----------|--|
| 1 | Minimal Qualifications for Respondents | 2 | Are the Supplier's delivery personnel required to be citizens of the United States of America? |
| Respondent personnel must be U.S citizens or lawfully authorized alien workers. | | | |

| Question | RFQ Section | RFQ Page | Question/Comment |
|-----------|--|----------|--|
| 2 | Minimal Qualifications for Respondents | 2 | For the delivery model and delivery locations, is it the Board's expectation that the Supplier will deliver the services remotely, onsite, and/or in a hybrid model inclusive of both remote and onsite resources? |
| Remotely. | | | |

| Question | RFQ Section | RFQ Page | Question/Comment |
|--|-------------|----------|---|
| 3 | Contract | 4-5 | Clause 33 (Security & Confidentiality) of the referenced General Contract Conditions states "The Contractor shall comply fully with all security procedures of the United States, State of Florida and Customer in performance of the Contract." Can the applicable policies please be provided so that we may confirm our ability to comply? |
| The Board will work with the Respondent during the negotiation phase to identify relevant security procedures. | | | |

| Question | RFQ Section | RFQ Page | Question/Comment |
|----------|--------------------------------|----------|---|
| 4 | Incident Response and Business | 4 | What are the hours of operation for Incident Response services (e.g., 8x5, 24x7)? |

| | | | |
|---|----------------------------------|--|--|
| | Continuity and Disaster Recovery | | |
| Core activities in incident response activities are expected to be performed by applicable service providers. The cybersecurity advisor is expected to define and improve the process, prepare service providers for incident handling, test and evaluate readiness and advise during critical incident handling. | | | |

| Question | RFQ Section | RFQ Page | Question/Comment |
|--|---|----------|--|
| 5 | Incident Response and Business Continuity and Disaster Recovery | 4 | What is the current delivery structure for performing Incident Response (IR) and Threat Intelligence services (e.g., delivered by Board employees, contractors, hybrid)? |
| Core activities in incident response and threat intelligence are expected to be performed by applicable service providers. | | | |

| Question | RFQ Section | RFQ Page | Question/Comment |
|--|---|----------|--|
| 6 | Incident Response and Business Continuity and Disaster Recovery | 4 | Please provide the total quantity of security incidents that the Board's information security team responded to for the Period of Performance (PoP) of January 1, 2023 to December 31, 2023. |
| Information about specific organizational resources and assets is considered sensitive. Respondent can find additional information in the 2022 Annual Report: https://www.myfloridaprepaid.com/about-us/board-reports/ . | | | |

| Question | RFQ Section | RFQ Page | Question/Comment |
|--|---|----------|--|
| 7 | Incident Response and Business Continuity and Disaster Recovery | 4 | In terms of Incident Response Maturity Level, where are you today, and what are the specific challenges are you trying to address with this Request for Quote (RFQ) (e.g., lack of staffing, augmenting skill sets, developing documentation, processes and procedures, etc.)? |
| The Board has a large customer base performing financial transactions and as such seeks to protect and continuously enhance Board systems, data, and training. | | | |

| Question | RFQ Section | RFQ Page | Question/Comment |
|----------|---|----------|---|
| 8 | Incident Response and Business Continuity | 4 | (a.) If you are currently using the platforms bulleted below, what is the name of the Original Equipment Manufacturer (OEM) of those platforms? - Security Information and Event Management (SIEM) - Endpoint Detection and Response (EDR) - Vulnerability Management (VM) |

| | | | |
|---|-----------------------|--|---|
| | and Disaster Recovery | | <ul style="list-style-type: none"> - Threat Intelligence Platform (TIP) - Digital Forensics Investigation (DFI) - Incident Response (IR) - Cyber Risk Quantification (CRQ) - Governance, Risk, and Compliance (GRC) - Threat Hunting - Information Technology Service Management (ITSM) <p>(b.) Will the Supplier be required to perform monitoring services of the incumbent platforms, or will the Board's pre-existing information security team be responsible for performing the monitoring services?</p> |
| <p>a) The Board has minimal use of the listed platforms. The BitSight tool is used for security risk scoring and vulnerability detection. The Board's core platforms Salesforce does provide several of these capabilities related to the managed infrastructure for the cloud-based platform.</p> <p>b) Board staff and other service provider staff perform cybersecurity monitoring activities using Board owned tools and platform provide tools.</p> | | | |

| Question | RFQ Section | RFQ Page | Question/Comment |
|--|---|----------|--|
| 9 | Incident Response and Business Continuity and Disaster Recovery | 4 | <p>(a.) Please describe how you are currently performing and/or consuming threat intelligence (e.g., threat intel feeds, weekly intel summaries, curated threat intel, etc.)</p> <p>(b.) Is it the Board's intention to utilize this Request for Quote (RFQ) to determine the future state of threat intelligence services, or has the Board determined what the future state will be?</p> |
| <p>a) Board service providers currently manage threat intelligence. The Board provides the BitSight platform for Board staff and service provider awareness and remediation tracking of vulnerabilities and threats relevant to Board assets.</p> <p>b) The Board seeks the supplier to provide guidance and recommendations related threat intelligence services.</p> | | | |

| Question | RFQ Section | RFQ Page | Question/Comment |
|--|---|----------|--|
| 10 | Incident Response and Business Continuity and Disaster Recovery | 4 | Please provide the total quantity of Full Time Equivalent (FTE) employees on your information security team and the physical location of the team. |
| Based on Florida Statutes and operational strategy, the Board has elected to outsource most business processes through competitive procurement. The Board contracts with more than 20 service providers, including records administration, investment consulting, custodian/trustee services, and investment management for Prepaid, Savings, and ABLE. Day-to-day oversight of the Board and its Programs are performed by a full-time staff of 20 positions. | | | |

| Question | RFQ Section | RFQ Page | Question/Comment |
|----------|-------------|----------|------------------|
|----------|-------------|----------|------------------|

| | | | |
|------|---|---|---|
| 11 | Incident Response and Business Continuity and Disaster Recovery | 4 | Do you currently have Business Continuity and Disaster Recovery (BCDR) plan, or will the Supplier be responsible for developing the BCDR plan as part of the scope of this RFQ? |
| Yes. | | | |

| Question | RFQ Section | RFQ Page | Question/Comment |
|---|---|----------|---|
| 12 | Incident Response and Business Continuity and Disaster Recovery | 4 | Please provide the total quantity of litigation holds your Incident Response (IR) team participated in for the Period of Performance (PoP) from January 1, 2023 to December 31, 2023. |
| Information about specific organizational resources and assets is considered sensitive. Respondent can find additional information in the 2022 Annual Report: https://www.myfloridaprepaid.com/about-us/board-reports/ . | | | |

| Question | RFQ Section | RFQ Page | Question/Comment |
|--|-----------------------------------|----------|---|
| 13 | Board and Executive Communication | 4 | Will the Board require the Supplier to comply with Service Level Agreements (SLA) and/or Key Performance Indicators (KPI) throughout the Period of Performance (PoP)? |
| Specific SLA and KPI metrics vary by type of services provided. The Board will work with Respondent to determine mutually agreeable relevant SLA or KPI metrics, if any. | | | |

| Question | RFQ Section | RFQ Page | Question/Comment |
|---|------------------------|----------|---|
| 14 | Vendor Risk Management | 4 | On page 4, the section titled "Vendor Risk Management," there is a sentence with the text "cybersecurity risks associated with the Board's assets and their third-party vendors and partners." Please provide the total quantity of assets that are in scope. Please provide the total quantity of third-party vendors that are in scope. |
| Information about specific organizational resources and assets is considered sensitive. Respondent can find additional information in the 2022 Annual Report: https://www.myfloridaprepaid.com/about-us/board-reports/ . | | | |

| Question | RFQ Section | RFQ Page | Question/Comment |
|----------|------------------------|----------|---|
| 15 | Vendor Risk Management | 4 | Regarding Vendor Risk Management scope, is it the Board's intent to evaluate the risk associated with 3rd party vendors, Information Technology (IT) assets, and/or both? |

Both.

| Question | RFQ Section | RFQ Page | Question/Comment |
|----------|------------------------|----------|---|
| 16 | Vendor Risk Management | 4 | Does the Board have a formally documented vulnerability management process for third-party vendors? |

No.

| Question | RFQ Section | RFQ Page | Question/Comment |
|----------|---------------------------------------|----------|--|
| 17 | Cybersecurity Strategy and Consulting | 3 | Does the Board have a formally documented cybersecurity strategy? If the Board does not have a formally documented cybersecurity strategy, will the creation of a formally documented cybersecurity strategy be included in the scope of this Request for Quote (RFQ)? |

Yes. The Board has a strategy defined that is based on the NIST framework with Board specific customizations.

| Question | RFQ Section | RFQ Page | Question/Comment |
|----------|--------------------------------------|----------|--|
| 18 | Cybersecurity Awareness and Training | 4 | Who is responsible for administering and managing the current security training and awareness platforms? Please describe current scope and total number of employees and non-employees targeted. |

The Board utilizes KnowBe4 for security awareness and training. Additional Salesforce provided security training have been identified and assigned to staff. Scope includes data protection, industry trends, and roles/responsibilities.

| Question | RFQ Section | RFQ Page | Question/Comment |
|----------|----------------------|----------|---|
| 19 | Value-Added Services | 4 | Please provide the total quantity of penetration tests completed for the Period of Performance (PoP) from January 1, 2023 to December 31, 2023. |

Information about specific organizational resources and assets is considered sensitive.

Respondent can find additional information in the 2022 Annual Report: <https://www.myfloridaprepaid.com/about-us/board-reports/>.

| Question | RFQ Section | RFQ Page | Question/Comment |
|----------|----------------------|----------|--|
| 20 | Value-Added Services | 4 | Please provide the total quantity of cybersecurity tabletop exercises completed for the Period of Performance (PoP) from January 1, 2023 to December 31, 2023. |

Information about specific organizational resources and assets is considered sensitive.

Respondent can find additional information in the 2022 Annual Report:
<https://www.myfloridaprepaid.com/about-us/board-reports/>.

| Question | RFQ Section | RFQ Page | Question/Comment |
|----------|----------------------|----------|---|
| 21 | Value-Added Services | 4 | Please provide the total quantity of Information Technology (IT) Risk Assessments completed for the Period of Performance from January 1, 2020, to December 31, 2023. |

Information about specific organizational resources and assets is considered sensitive.

Respondent can find additional information in the 2022 Annual Report:
<https://www.myfloridaprepaid.com/about-us/board-reports/>.

IT risk assessments during this period have primarily been risk-based focused on specific systems, service providers, and cybersecurity processes.

| Question | RFQ Section | RFQ Page | Question/Comment |
|----------|----------------------|----------|--|
| 22 | Value-Added Services | 4 | How do you currently track, monitor, quantify, and report risks across the Board's environment (e.g., Cyber Risk Quantification (CRQ) platform)? |

Information about specific organizational resources and assets is considered sensitive.

Respondent can find additional information in the 2022 Annual Report:
<https://www.myfloridaprepaid.com/about-us/board-reports/>.

| Question | RFQ Section | RFQ Page | Question/Comment |
|----------|-------------|----------|--|
| 23 | Contract | 4, 5 | Will exceptions to the referenced terms and conditions be accepted, or would this disqualify respondent from the bid? Number 3 under Minimum Qualifications states "The Respondent agrees to provide the services and agrees to all other requirements as stated in the RFQ". I'd like to clarify on this point as the State of Florida General Contract Conditions (PUR 1000) or State of Florida General Instructions to Respondents (PUR 1001) are incorporated by reference. |

Proposed exceptions will be considered without disqualification.

| Question | RFQ Section | RFQ Page | Question/Comment |
|----------|-------------|----------|--|
| 24 | Contract | 4,5 | If exceptions are to be accepted, in what format does FPCB wish them to be submitted |

Include recommendations in response.

| Question | RFQ Section | RFQ Page | Question/Comment |
|----------|-----------------------|----------|---|
| 25 | Procurement objective | 1 | Under Procurement Objective it states " The contract between the Board and selected Respondent will incorporate the RFQ and its specifications, written questions from Respondents with answers by the Board, |

| | | | |
|--|--|--|---|
| | | | and the response to this RFQ provided by the selected Respondent." Will there be any other terms or conditions provided by the Board? The Schedule states that there will be a negotiation period during April and May, so we are requesting clarification on what specifically will be negotiated. |
| Negotiation is likely to address cost structure, proposed value-added services, proposed resources, and contract language. | | | |

| Question | RFQ Section | RFQ Page | Question/Comment |
|--|--|----------|--|
| 26 | Minimum qualifications for respondents | 2 | Number four under Minimum Qualifications states that we must agree to propose project resources that are US based. Is there a corresponding requirement on data storage or transfer. |
| The Board expects protection of data stored or in flight by service providers. | | | |
| The Board does not anticipate Respondents will have to store or transfer Board data. | | | |

| Question | RFQ Section | RFQ Page | Question/Comment |
|---|-----------------------|----------|--|
| 27 | Procurement objective | 1 | Does a response by a company constitute a binding offer? |
| The Board intends to enter into a written contract with the Respondent that offers the best value to the Board for the services included in this solicitation, as determined by the Board. | | | |
| The contract will incorporate this solicitation and amendments thereof, the written requests for clarifications and the answers thereof, and the Response provided by the contracting Respondent, including any and all supplemental Responses as requested by the Board. | | | |

| Question | RFQ Section | RFQ Page | Question/Comment |
|--|-------------|----------|--|
| 28 | Contract | 4, 5 | Please confirm the anticipated contract term for the awarded contract. |
| The Board is interested in a contract for up to five years, with the option for up to a five-year renewal. | | | |

| Question | RFQ Section | RFQ Page | Question/Comment |
|--|-------------|----------|---|
| 29 | Contract | 4,5 | Clause 33 (Security & Confidentiality) of the referenced General Contract Conditions states "The Contractor shall comply fully with all security procedures of the United States, State of Florida and Customer in performance of the Contract." Can the applicable policies please be provided so that we may confirm our ability to comply? |
| The Board will work with the Respondent during the negotiation phase to identify relevant security procedures. | | | |

| Question | RFQ Section | RFQ Page | Question/Comment |
|--|-------------|----------|---|
| 1 | | | Can we be provided with a Microsoft Word version of App A - Written Response? The pdf copy does not allow enough room to provide responses. |
| The forms provided herein are made available in Microsoft Word on the Board's website. Please visit: myfloridaprepaid.com/who-we-are/about-the-board/board-reports-and-plans/ . | | | |

| Question | RFQ Section | RFQ Page | Question/Comment |
|--|-------------|----------|--|
| 2 | | | Once awarded, what will be the contract length or terms? |
| 12 months is the minimum number of months for the service contract. The Board is interested in a contract for up to five years, with the option for up to a five-year renewal. | | | |

| Question | RFQ Section | RFQ Page | Question/Comment |
|--|-------------|----------|---|
| 3 | 3 | 6 | How long are the quarterly board meetings (in hours)? |
| Board meetings last approximately 1 hour. However, individual presentations to the board are 15 minutes or less. | | | |

| Question | RFQ Section | RFQ Page | Question/Comment |
|---|-------------|----------|---|
| 4 | | | Are the quarterly board meeting held in-person or virtually? If in-person, is it held in Tallahassee? |
| Quarterly board meetings are hybrid. In-person meetings can take place throughout the state of Florida. | | | |

| Question | RFQ Section | RFQ Page | Question/Comment |
|--|-------------|----------|--|
| 5 | | | Is this a new service or was this service previously provided by another vendor? |
| Previously provided by another vendor. | | | |

| Question | RFQ Section | RFQ Page | Question/Comment |
|----------|-------------|----------|------------------------|
| 6 | | | Is there an incumbent? |
| Yes. | | | |

| Question | RFQ Section | RFQ Page | Question/Comment |
|------------------|--|----------|---|
| 1 | Minimum/Preferred Qualifications for Respondents | 2 | We interpret 'cybersecurity advisory services' as professional services provided to help assess, develop, and implement strategies to protect against cyber threats. (Such as: reviews based on frameworks, policy development, strategic planning, and security roadmap development.) Please advise if this interpretation is incorrect and, if so, please clarify the correct interpretation. |
| This is correct. | | | |

| Question | RFQ Section | RFQ Page | Question/Comment |
|---|-------------------------|----------|---|
| 2 | Description of Services | 3 | When was the last cybersecurity assessment conducted? What was the scope (framework, pen test, policy review, etc.) |
| Cybersecurity assessment occurs on an ongoing basis. The Board currently follows The National Institute of Standards and Technology (NIST) Cybersecurity Framework. | | | |

| Question | RFQ Section | RFQ Page | Question/Comment |
|----------|-------------|----------|---|
| 3 | General | | Is there a current cybersecurity strategic partner? |
| Yes. | | | |

| Question | RFQ Section | RFQ Page | Question/Comment |
|----------|---|------------------------------------|---|
| 4 | State of Florida PUR 1000 General Contract Conditions | General Contract Conditions page 7 | Will the Board accept limiting language to Section 19. Indemnification? If the Board will not allow limitations to all indemnification, will the Board accept limiting language for cyber breach? |
| Yes. | | | |

| Question | RFQ Section | RFQ Page | Question/Comment |
|--|-------------|----------|---|
| 5 | General | | What is the current size of the IT network? Please include number of locations. |
| Information about specific organizational resources and assets is considered sensitive. Respondent can find additional information in the 2022 Annual Report: https://www.myfloridaprepaid.com/about-us/board-reports/ . | | | |

| Question | RFQ Section | RFQ Page | Question/Comment |
|----------|-------------|----------|--|
| 6 | General | | In the event that RFP updates occur after the Q&A period, will you provide additional time so respondents can ask clarifying questions regarding those updates? If so, how many business days will respondents have to submit follow-up questions? |

In the event of RFQ updates, contact the RFQ Administrator with questions about the updates.

Company Name: Insight Public Sector, Inc.

| Question | RFQ Section | RFQ Page | Question/Comment |
|--|-------------|----------|---|
| 1 | 2 | 3 | What is the anticipated duration of the contract? |
| 12 months is the minimum number of months for the service contract. The Board is interested in a contract for up to five years, with the option for up to a five-year renewal. | | | |

| Question | RFQ Section | RFQ Page | Question/Comment |
|--|-------------|----------|--|
| 2 | 3 | 3 | What is the Board's current cybersecurity organizational structure? For example, CISO or Director of Security or IT Director with X people with cybersecurity as their primary role. Any organizational details will be help understand the Board's capability for managing a cybersecurity program. |
| Based on Florida Statutes and operational strategy, the Board has elected to outsource most business processes through competitive procurement. The Board contracts with more than 20 service providers, including records administration, investment consulting, custodian/trustee services, and investment management for Prepaid, Savings, and ABLE. Day-to-day oversight of the Board and its Programs are performed by a full-time staff of 20 positions, including a Director of Information Technology. | | | |

| Question | RFQ Section | RFQ Page | Question/Comment |
|--|-------------|----------|---|
| 3 | 3 | 4 | Is the Board's cybersecurity program based on an industry standard such as NIST CSF, ISO 27001, etc.? |
| The National Institute of Standards and Technology (NIST) Cybersecurity Framework. | | | |

| Question | RFQ Section | RFQ Page | Question/Comment |
|--|-------------|----------|---|
| 4 | 3 | 4 | The RFQ requests assistance with cybersecurity awareness for employees. How many employees does the Board have? |
| Day-to-day oversight of the Board and its Programs are performed by a full-time staff of 20 positions. | | | |

| Question | RFQ Section | RFQ Page | Question/Comment |
|---|-------------|----------|---|
| 5 | 3 | 4 | How many contractors acting in a full-time equivalent (FTE) role does the Board have? |
| Information about specific organizational resources and assets is considered sensitive. Respondent can find additional information in the 2022 Annual Report: https://www.myfloridaprepaid.com/about-us/board-reports/ . | | | |

| Question | RFQ Section | RFQ Page | Question/Comment |
|----------|-------------|----------|------------------|
|----------|-------------|----------|------------------|

| | | | |
|--|---|---|--|
| 6 | 3 | 4 | Please elaborate on the level of assistance the Board is requesting for performing incident response, business continuity and disaster recovery plans. |
| The Board has a current version of these plans and will look to the Respondent to provide recommendations based on industry standard and the Board's organizational needs. | | | |

| Question | RFQ Section | RFQ Page | Question/Comment |
|---|-------------|----------|--|
| 7 | 3 | 4 | How do you describe the maturity level of the cybersecurity program? |
| Information about specific organizational resources and assets is considered sensitive. | | | |

| Question | RFQ Section | RFQ Page | Question/Comment |
|---|-------------|----------|---|
| 8 | 3 | 4 | Does the Board have regulatory requirements that will require specific cybersecurity expertise such as HIPAA, FERPA, PCI DSS, GLBA, etc.? |
| Yes, similar to other financials services and public sector entities. | | | |

| Question | RFQ Section | RFQ Page | Question/Comment |
|---|-------------|----------|---|
| 9 | 3 | 4 | Has the Board had any assessments or audits of the cybersecurity program within the last 12 months? If so, what types of evaluations have occurred? |
| Information about specific organizational resources and assets is considered sensitive. | | | |

| Question | RFQ Section | RFQ Page | Question/Comment |
|--|-------------|----------|---|
| 10 | 3 | 4 | Please provide a high-level overview of the environment including approximate number of servers, endpoints, mobile devices, office locations, data centers, cloud footprint, etc. |
| Information about specific organizational resources and assets is considered sensitive. | | | |
| Respondent can find additional information in the 2022 Annual Report: https://www.myfloridaprepaid.com/about-us/board-reports/ . | | | |
| A general architecture assumption should be that all core business operations use Salesforce, AWS, and WordPress. | | | |

Company Name: Peraton State & Local Inc.

| Question | RFQ Section | RFQ Page | Question/Comment |
|----------|-------------|----------|---|
| 1 | 1 | 1 | Is there an incumbent provider for the cybersecurity services outlined in this RFQ? |
| Yes. | | | |

| Question | RFQ Section | RFQ Page | Question/Comment |
|--|-------------|----------|---|
| 2 | 1 | 1 | Can you provide any details or expectations regarding the transition process from an incumbent to the new service provider? |
| The Board anticipates overlapping service between incumbent and new service provider in which transition of assessment assets, service provider relationship introductions, and existing processing activities are transitioned. | | | |

| Question | RFQ Section | RFQ Page | Question/Comment |
|--|-------------|----------|---|
| 3 | 3 | 4 | Please provide a high-level description of the Board's digital footprint (such as the Board's website, social media profiles, digital marketing efforts, and any online platforms or tools the Board uses). |
| Information about specific organizational resources and assets is considered sensitive. | | | |
| Respondent can find additional information in the 2022 Annual Report: https://www.myfloridaprepaid.com/about-us/board-reports/ . | | | |
| A general architecture assumption should be that all core business operations use Salesforce, AWS, and WordPress. | | | |
| The Board utilize websites, Instagram, Facebook, and YouTube. | | | |

| Question | RFQ Section | RFQ Page | Question/Comment |
|---|-------------|----------|---|
| 4 | 3 | 4 | How does the Board connect with vendors – what type of connections/interfaces are utilized? |
| The Board communicates with vendors through multiple channels, the most common being Email, Microsoft Teams, Salesforce, and Slack. | | | |

| Question | RFQ Section | RFQ Page | Question/Comment |
|---|-------------|----------|--|
| 5 | 3 | 4 | How often are vendor risk assessments performed? |
| Information about specific organizational resources and assets is considered sensitive. | | | |

| Question | RFQ Section | RFQ Page | Question/Comment |
|--|-------------|----------|---|
| 6 | 3 | 4 | Does the Board have a defined scope or audit list/requirements for these assessments? |
| The Board is open to recommendation from the Respondent on the scope of assessments. | | | |

| Question | RFQ Section | RFQ Page | Question/Comment |
|----------|-------------|----------|---|
| 7 | 3 | 4 | Are the risk assessments conducted without the assistance of the vendors? |
| No. | | | |

| Question | RFQ Section | RFQ Page | Question/Comment |
|---|-------------|----------|---|
| 8 | 3 | 4 | Do vendor assessments require vendor site visits? |
| No, but the Board is open to recommendations from the Respondent. | | | |

| Question | RFQ Section | RFQ Page | Question/Comment |
|--|-------------|----------|--|
| 9 | 3 | 4 | Does the Board require penetration testing of vendor infrastructure? |
| The Board is interested in Respondent recommendations on external penetration testing and web application testing. | | | |

| Question | RFQ Section | RFQ Page | Question/Comment |
|---|-------------|----------|--|
| 10 | 3 | 4 | Are all 20+ vendors assessed every year? |
| Information about specific organizational resources and assets is considered sensitive. | | | |

| Question | RFQ Section | RFQ Page | Question/Comment |
|--|-------------|----------|--|
| 11 | 3 | 4 | What is the metric/basis for the vendor assessments? Is it based on Contract terms with the vendors or based on Industry best practices? |
| Specific SLA and KPI metrics vary by type of services provided. The Board will work with supplier to determine mutually agreeable relevant SLA or KPI metrics, if any. | | | |

| Question | RFQ Section | RFQ Page | Question/Comment |
|---|-------------|----------|---|
| 12 | 3 | 4 | Can the Board provide specific examples of cybersecurity challenges, particularly with outsourced IT and third-party platforms? |
| The Board has a large customer base performing financial transactions and as such seeks to protect Board systems, data, and people. | | | |

| Question | RFQ Section | RFQ Page | Question/Comment |
|---|-------------|----------|---|
| 13 | 3 | 4 | Please quantify the level of services expected for each service category in any reasonable way. |
| The Board is open to recommendation from Respondent of the level of service needed based on section 3 of the RFQ. | | | |

| Question | RFQ Section | RFQ Page | Question/Comment |
|----------|-------------|----------|--|
| 14 | 3 | 4 | What security services are currently performed by Board staff? Are any security services currently outsourced? |

Board staff and other service provider staff perform cybersecurity monitoring activities using Board owned tools and platform provide tools. Service providers are responsible for security of the services they provide.

| Question | RFQ Section | RFQ Page | Question/Comment |
|---------------------------|-------------|----------|---|
| 15 | 3 | 4 | How are "value-added services" defined, and are there prioritized areas for innovation? |
| See section 3 of the RFQ. | | | |

| Question | RFQ Section | RFQ Page | Question/Comment |
|--|-------------|----------|--|
| 16 | 3 | 4 | Are there specific federal, state, or institutional standards or frameworks currently in use for alignment to ensure a comprehensive and cohesive cybersecurity approach across various governmental and institutional entities? |
| The Board currently follows The National Institute of Standards and Technology (NIST) Cybersecurity Framework. | | | |

| Question | RFQ Section | RFQ Page | Question/Comment |
|----------|-------------|----------|---|
| 17 | 3 | 4 | Given there are financial transactions, is compliance with GLB or SOX required? |
| No. | | | |

| Question | RFQ Section | RFQ Page | Question/Comment |
|---|-------------|----------|---|
| 18 | 3 | 4 | How will access to necessary information, stakeholders, and systems be facilitated? |
| The Board will facilitate access to information, stakeholders, and systems. | | | |

| Question | RFQ Section | RFQ Page | Question/Comment |
|---|-------------|----------|---|
| 19 | 3 | 4 | Are there regulatory changes or industry trends of particular concern to the Board? |
| The Board is primarily interested in threats specific to financial services, public sector, and education industries. | | | |

| Question | RFQ Section | RFQ Page | Question/Comment |
|---|-------------|----------|---|
| 20 | 5 | 8 | How is project work initiated under the awarded contract? |
| After contract finalization, the Board will work with the selected Respondent on project kickoff, timing, and onboarding. | | | |

| Question | RFQ Section | RFQ Page | Question/Comment |
|--|-------------|----------|--|
| 21 | 5 | 8 | Are projects defined and agreed upon during the negotiation phase, or are they subject to task orders issued throughout the contract's duration? |
| Subject to task orders throughout the contract duration. | | | |

| Question | RFQ Section | RFQ Page | Question/Comment |
|---------------------------|-------------|----------|---|
| 22 | 5 | 8 | Is there a predefined framework or criteria that detail how "best value" and "best interest" are evaluated during the proposal review and negotiation phases? |
| See section 5 of the RFQ. | | | |

| Question | RFQ Section | RFQ Page | Question/Comment |
|---|-------------|----------|---|
| 23 | 5 | 8 | Can you share a baseline contract which would be used as the basis for negotiation? |
| The Board is open to the Respondent's standard contract as a basis for negotiation. | | | |

| Question | RFQ Section | RFQ Page | Question/Comment |
|--|-------------|----------|---|
| 24 | 6 | 10 | What is the term for this contract? Is it a base set of years, plus option years? |
| 12 months is the minimum number of months for the service contract. The Board is interested in a contract for up to five years, with the option for up to a five-year renewal. | | | |

| Question | RFQ Section | RFQ Page | Question/Comment |
|--|-------------|----------|--------------------------------------|
| 25 | 6 | 10 | What is the expected contract value? |
| The expected budget is between \$250K to \$500K. | | | |

| Question | RFQ Section | RFQ Page | Question/Comment |
|---|-------------|----------|---|
| 26 | 6 | 10 | Is this solely an advisor role when services are needed or is there dedicated planned work that will occur via a SOW? |
| See Section 3, Description of Services. | | | |

| Question | RFQ Section | RFQ Page | Question/Comment |
|---|-------------|----------|-----------------------------|
| 27 | 6 | 10 | Are subcontractors allowed? |
| Respondents can propose subcontractors. | | | |

| Question | RFQ Section | RFQ Page | Question/Comment |
|---|-------------|----------|--|
| 28 | 6 | 10 | Will there be a dedicated Project Manager from the Board assigned? |
| The Director of Information Technology will be the main point of contact. | | | |

| Question | RFQ Section | RFQ Page | Question/Comment |
|----------|-------------|----------|-------------------------------------|
| 29 | 6 | 10 | Does the Board require onsite work? |
| No. | | | |

| Question | RFQ Section | RFQ Page | Question/Comment |
|----------|-------------|----------|---|
| 30 | 3 | 4 | Are rules of engagements already established with vendors or do those need to be created for the assessments? |

The Board has contracts with each service provider and the Board will serve as an intermediary between Respondent and service provider.

| Question | RFQ Section | RFQ Page | Question/Comment |
|-----------------------|-------------|----------|--|
| 31 | 3 | 4 | Are NDA's required between the chosen supplier and existing vendors to be able to conduct the assessments? |
| NDAs may be required. | | | |

| Question | RFQ Section | RFQ Page | Question/Comment |
|--|-------------|----------|---|
| 1 | 3 | 4 | As a respondent and Partner, Is there an anticipated term of this contractual relationship? |
| 12 months is the minimum number of months for the service contract. The Board is interested in a contract for up to five years, with the option for up to a five-year renewal. | | | |

| Question | RFQ Section | RFQ Page | Question/Comment |
|--|-------------|----------|--|
| 2 | N/A | N/A | Please provide a brief description of the IT environment (Managed by 3 rd party, inhouse, etc.) |
| Information about specific organizational resources and assets is considered sensitive. | | | |
| Respondent can find additional information in the 2022 Annual Report: https://www.myfloridaprepaid.com/about-us/board-reports/ . | | | |
| A general architecture assumption should be that all core business operations use Salesforce, AWS, and WordPress. | | | |