

1. Please provide an overview of the technical environment where EDR rollout is required? Please provide the total count of systems and corresponding breakdown of different Operating System types for all systems inscope for EDR rollout. Eg : Windows server 2012 - 100 count, Windows 10 Desktops/laptop - 500 count , etc

Windows Servers	319
Windows Desktops	3691
Linux Servers	71
Linux Desktops	5
Mac Desktops	517

2. Please share the total count of Linux systems broken down by Operating Systems

Windows Servers	319
Windows Desktops	3691
Linux Servers	71
Linux Desktops	5
Mac Desktops	517

3. Please share the total count of MAC systems

Windows Servers	319
Windows Desktops	3691
Linux Servers	71
Linux Desktops	5
Mac Desktops	517

4. What is the total user base in the environment ?

- 3100 estimated

5. Is there an existing Anti-Virus or EDR solution in use? If yes, Do you want to migrate existing policies & settings to the new solution?

- Yes, there are multiple AV solutions in place. Given the number of platforms, we would probably want to start fresh with policies.

6. What is your current Software distribution or Patch management solution?

- SCCM, Ivanti, some patching might be done via Lansweeper

7. Please confirm if all 4500 endpoints can be centrally managed for EDR agent rollouts via the software distribution solution ? If there are standalone machines, please share the count of those endpoints
 - Not all 4500 endpoints are centrally managed. The VSC will be responsible for the rollout and installation.
8. For agent rollout on standalone machines where remote installation is not possible, we assume the College can handle the physical installation as needed. Please confirm
 - Yes
9. We understand that the college would like the bidder to also propose MDR services ? Please share the details of total device type (Windows servers, linux servers, network devices, IPS,etc) and its count , that are expected to be monitored through our MDR platform?

Proposal of MDR services is listed as optional, and is not required

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10. Please provide the total approximate volume (Ingestion rate in GB or Events per Second) and count of log sources that will be ingested to MDR solution.
 - We do not have this level of detail.
11. How many locations exist for all in scope systems for EDR and MDR rollout?
 - We have two data center locations, five residential campuses, 12 community college sites, and various smaller satellite campuses – all located within the state of Vermont.
12. Can the school share their existing security tools/technologies deployed that can be integrated into our MDR platform?
 - We cannot publicly disclose this information.
13. What integrations if any is expected between EDR and other internal security solution?
 - We would be interested in integrations with Aruba Clearpass, Fortinet Firewalls, or Fortinet VPNs. Also any SIEM integration capability.

14. What are the providers used by the College for Cloud hosting? Azure/AWS/Google Cloud/Oracle

- We use some SaaS application but have not engaged in any large scale cloud hosting.

15. Is the College open to leverage our global support model to provide this solution support ? Our clients typically want to leverage this option to get access to our global pool of cybersecurity intelligence analysts in a cost-efficient manner.

- Yes, we would consider this type of solution.

16. What level of in-house IT or engineering assistance do you have in case of troubleshooting support for the agents installations?

- We have IT staff that would perform client installations and provide support.

17. We propose to exclude the “Shareholders” from the Indemnification provisions as they are not involved in day to day operations of the company.

- No, because this is a mutual indemnification provision. This provision assures us that the shareholders will also follow through on the bidder’s indemnification obligations. We’d be happy to connect you with our legal department if there are further questions.

18. We understand that bidder has to confirm the insurance requirements specified in the RFP at the time of proposal submission and need to provide certificate of insurance 20 days prior to selling or distributing products and services at VSC (As per the insurance clause of RFP, VSC name should be added as "additional insured" on liability policies). Please confirm.

- Proof of insurance will be sufficient for this request.

19. Are you available to briefly touch base regarding the best approach to highlight the different levels of service provided? We are crafting our proposal and would like to confirm it is the appropriate structure.

- If a vendor wishes to highlight any difference in service levels or other information that is not clearly required in the requirements, please add an addendum to your proposal. Please note that finalists will also be given an opportunity to provide a full presentation of their proposed solution and the benefits of choosing their company.

20. If a bidding vendor calculates cost by total users as opposed to endpoints is the total user count is different than the total of 4500 endpoints reflected in the RFP? If so, how many total users are there among the four universities?

- We estimate approximately 3100 end users. That number will fluctuate from one semester to another

21. Are you also including students in the end point total, and if so, approximately how many of the total users are students?

- Student owned devices are not in scope for this RFP