



ADDENDUM #2

FEBRUARY 5, 2010

Re: HACC, Central Pennsylvania's Community College
RFP 10-18 Continuity of Operations Plan (COOP)

From: HACC, Central Pennsylvania's Community College
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To: All Bidders

This Addendum is hereby made part of the Request for Proposal No. 10-18 dated November 27, 2009 for the above referenced bid. The provisions of this Addendum are intended to supplement the provisions and scope of work and/or supersede them where contradictory thereto.

This Addendum contains changes to the requirements of the Scope of Work. Such changes shall be incorporated into the Scope of Work and shall apply to work with the same meaning and force as if they had been included in the original Request for Proposal. Where this Addendum modifies a portion of a paragraph or phrase of the Scope of Work, the remaining unmodified portion of the paragraph or phrase shall remain in force.

1.1 CHANGES TO THE REQUEST FOR PROPOSAL

a. Section I: Planning Requirements – A. Purpose – Project Timetable

Dates will be supplied after contract is awarded. The Project Timetable, as presented, is to give Bidders an expectation of the milestones HACC will be looking for.

b. Section VI: Format for Proposal – B) Consultant Qualification, first paragraph:

Change reference of “College Master Plan” to “Continuity of Operations Plan (COOP)”

- c. Section VI: Format for Proposal – B) Consultant History, second paragraph:
Change reference of “Master Plan” to “Continuity of Operations Plan (COOP)”

- d. Section VI: Format for Proposal – D) Project Plan:
 - 1. Change reference from “20 page maximum” to “30 page maximum”
 - 2. Resumes and Cost Data Sheets will be excluded from the 30 page maximum

1.2 ADDITIONAL ANSWERS TO QUESTIONS:

- a. Question: What is the work scope matrix referenced on the bottom of page 15?
 - a. Answer: Bid Form

- b. Question: What is the cost matrix referenced on page 17 as Exhibit B? Is that the Bid Form?
 - a. Answer: Yes, also used in place of work scope matrix.

- c. Question: If a Proposer does not use a Sub Team, will the nine points possible for Sub Team evaluation be automatically awarded to the Proposer?
 - a. Answer: That possibility is up to the individual evaluator.

- d. Question: Can the points assigned to the “Qualification and History” and “Project Plan” evaluation criteria before the interview be altered based on responses during the interview
 - a. Answer: No

- e. Has this project / initiative been funded?
 - a. Answer: This project does not have dedicated funding at this time but has the full support of the board of trustees. Funding will be acquired based on the proposals received.

- f. Is it the intent of HACC to develop separate plans – one for COOP and another for IT Disaster Recovery (ITDR)?
 - a. Answer: No ITS Department has DR procedures that need to be compiled and made into a formal Disaster Recovery Plan

- g. Regarding the development of the HACC COOP Plan, is it the intent to develop a single plan encompassing each campus, or a single plan for each campus?
 - a. Answer: It is the intent to develop one plan encompassing each campus separately.
- h. On page 9 and the addendum that lists HACC's location addresses, are you expecting the final deliverable to be a COOP/IT Disaster Recovery plan for each campus or one overall plan for all the five campuses?
 - a. Answer: One overall Plan with Individual Campus Appendices references to SEC locations should be incorporated into the nearest campus location appendix.
- i. Regarding the development of the HACC ITDR Plan, is it the intent to develop a single plan encompassing each campus, or a single plan for each campus?
 - a. Answer: See 1.2 h
- j. Page 9 of the RFP – the table shows 7 campus locations – is each campus to be considered in scope for the development of the HACC COOP plan, and / or the ITDR plan or both?
 - a. Answer: See 1.2 h
- k. Does an existing HACC COOP and IT Disaster Recovery (ITDR) plan already exist?
 - a. Answer: No COOP but a ITDR exist and needs to be formalized and formatted to be consistent with the COOP
- l. Does HACC have an expected date of completion for this project / initiative?
 - a. Answer: 12 months from contract start is the estimated completion
- m. Has any existing HACC COOP/ITDR plan been recently tested for functionality? If so, has a post mortem report been created? Is this are those results and report available?
 - a. Answer: No this will be the first
- n. What HACC resources will be made available to this initiative / project during its lifecycle? Will the assigned HACC PM be committed to the entire project / initiative?

- a. Answer: The project manager for this initiative is the Vice President of Finance and College Resources who can direct resources as needed.
- o. Page 11 of the RFP – under college continuation – there is reference to procedures and guidelines for activation of the EOC plan – the assumption is that this plan already exists and does not need to be developed or created. Can you clarify this is correct and that the COOP is only to include procedures and guidelines for activating the EOC plan?
 - a. Answer: College has an incident response plan developed by BOMAC but it is not considered to be effective and should be referenced only. It is expected that new guidelines will be developed.
- p. Page 15 – section E, costing – is HACC looking for a “fixed fee” costing response, or an “hourly fee” costing response? Is HACC open to an all inclusive “fully burdened” costing response, either hourly or daily?
 - a. Answer: HACC is looking for a not to exceed fee.
- q. Page 15 – section E, costing – refers to a bid form – where can this form be obtained from or can it be provided?
 - a. Answer: Form is available on the HACC website and may be modified as needed.
- r. Page 17 – section B, submitted in sealed separate envelope – refers to exhibit B cost matrix – where can this form be obtained from or can it be provided?
 - a. Answer: Cost matrix is the same as bid form and is found on the website for 10-18
- s. Is this a new requirement or is there an existing incumbent currently providing similar service? If so, who is the incumbent and are they eligible to bid?
 - a. Answer: New requirement
- t. What is the anticipated start date following contract award?
 - a. Answer: 10-15 days from contract award.
- u. IS HACC interested in COOP Orientation Training which is intended to serve as training of new, recently appointed or replacement COOP personnel?
 - a. Answer: All proposals will be considered.
- v. Is HACC required to meet or certify any annual COOP training requirements?

- a. Answer: No
- w. What is the current alert and notification tool currently used?
 - a. Answer: The College has e2campus, email and AM radio notification capability and each department has a calling chain.
- x. When was HACC's COOP completed, if applicable?
 - a. Answer: No COOP exist at this point
- y. If applicable, does the current HACC COOP provide for Pandemic Flu preparedness?
 - a. Answer: N/A should be part of proposal
- z. Please define the work performance location for the contractor tasks described in the RFP
 - a. Answer: All locations
 - aa. For the work that needs to be performed at the HACC site, please describe all the facilities available for use by the contractor in performing the duties required in the RFP (e.g. access to network resources, training rooms, etc.).
 - a. Answer: Accommodations will be made
 - bb. Will the contractor be required to travel to each of the 7 campus locations to provide COOP training on site if applicable?
 - a. Answer: Propose what you think will be effective.
- cc. Does HACC currently have a COOP training program?
 - a. Answer: No
- dd. Has HACC participated in individual or department level COOP and/or Pandemic Plan exercises, either currently or in the past?
 - a. Answer: No
- ee. Does HACC have a pre-defined alternate site to support their COOP plan recovery need? If so, where is this facility located? If not, is it the intent of HACC to be provided with options for consideration to support COOP recovery needs?

- a. Answer: The BOMAC has considered alternative locations but alternative sites need to be established not recommended. Do not respond to this request if your intention is to only make recommendations or options for consideration. The deliverable for this project is a completed COOP not a guideline for further consideration.

- ff. For applicable COOP Training services, will HACC be able to provide the venue for the training?
 - a. Answer: Yes

- gg. What is the role of the Southeastern Employment Corporation in HACC's operations?
 - a. Answer: HACC and WORKFORCE INVESTMENT ACT (WIA) Title I staff are co-located at six PA CareerLink locations; otherwise known as One Stop Centers. Southeastern Employment Corporation SEC no longer exist as an entity, the CareerLinks are facilities that allow job seekers and employers to receive services through self-serve via the Internet, through the use of resource materials, or by assistance of a professional staff representative on site. Services are primarily focused on employment needs such as recruitment assistance, placement assistance, assessment and testing, education and training, financial assistance for employment and/or training, and labor market information.

HACC is only one partner at each CareerLink and other partners vary based on location; however, consistent partners located at each CareerLink are State Bureau of Workforce Development staff, Veteran Representatives, Office of Vocational Rehabilitation, and the WIA Title I Operator.

- hh. In the Project Timetable on page 7, what is meant by "Environmental scan" and "Academic plan assessment?"
 - a. Answer: Disregard reference and replace with Business Impact Analysis and or other activities based on your plan of action.

- ii. Please clarify if "Establish key mutual aid agreements for support?" on page 11, #6 of the Emergency Response section is intended to be a subsection of the final COOP plan or if these agreements are to be conducted by the consultant during the development of the COOP plan.
 - a. Answer: These mutual aid agreements are to be conducted by the consultant in coordination with Procurement.

- jj. Please clarify if the elements listed in the College Continuation plan on page 11 are intended to be subsections of the final COOP plan or are to be conducted by the consultant during the development of the COOP plan.
- a. Answer:
- kk. Where is the work scope matrix that is called for in Section D - Project Plan on page 15?
- a. Answer: On the website
- ll. Is there a steering committee comprised of key campus leaders to work with in creating the COOP plan?
- a. Yes
- mm. How many buildings are there in total in all of the five campuses?
- a. Answer: 30-40 some are leased some owned some un-occupied this should be determined as part of the Plan.
- nn. Do any or all of the campuses have previously prepared Disaster Resistant University plans or All-Hazards Mitigation Plans?
- a. Answer: Nothing exist as of this date
- oo. Could you provide us with the pre-bid meeting attendee list?
- a. Answer: Posted to the Website for this RFP
- pp. What is the budget for this project?
- a. Answer: See Question 1.2 d
- qq. In subsection titled "Preparedness", page 10, paragraph 7 indicates "to minimize financial consequences through a review of existing insurance coverage's prepositioning assets, mutual assistance agreements, etc". Should a comma be inserted after the word coverage's to read "to minimize financial consequences through a review of existing insurance coverage's(,) prepositioning assets, mutual assistance agreements, etc".
- a. Answer: Yes please insert the comma
- rr. Under the section titled "Format for proposal", subsection "D. Project Plan" last paragraph on the page, it indicates that the proposer is to "Complete the

workscape matrix”. Is this a reference to the bid form or is there another matrix required by this submission?

a. Answer: Bid form is correct

ss. Under the section titled “Format for Proposal”, it indicates that the proposal should be limited to no more than 30 pages, yet under subsection “D. Project Plan” it states the maximum number of pages is 20. Please confirm the maximum number of pages.

a. Answer: See question 1.1 d

tt. Will HACC make the list of pre-bid attendees available to all bidders?

a. Answer: Posted to the Website for this RFP

uu. At the pre-bid meeting it was mentioned that disaster recovery (DR) plans have already been developed for all the campuses included in the scope of work.

a) Are logical and physical network maps available as part of the existing DR plans? <YES>

b) Do they cover each of the five campuses and the Southeastern Employment Corp. offices? <**THEY DO. CAREERLINK SITES ARE NEW TO THE INFRASTRUCTURE AND ARE CURRENTLY BEING UPDATED WITHIN THE TOPOLOGY INFRASTRUCTURE MAPS**>

c) Have critical IT systems been identified? <YES>

d) Are the IT-related business functions documented? <YES>

e) Is current cyber security to be reviewed as part of this effort? <**YES, IT IS THE SENSE THAT IT MUST BE MAINTAINED AS PART OF ANY DISASTER RECOVERY AND BUSINESS CONTINUITY PLANNING**>

f) Please confirm that the expectation for this project is to review/validate the current DR plans and integrate them in the overall COOP plan with a focus on the IT department supporting role (essential functions/continuity staff) during a COOP event. <**THAT IS CORRECT, BUT VALIDATE ONLY TO THE EXTENT OF A SIMULATION TABLE-TOP EXERCISE(NON-INTERUPTION)**>

a. Answer: <SEE ABOVE>

vv. Please confirm that HACC is envisioning a final product consisting of an overarching COOP plan with five (5) individual annexes for each of the campuses (Harrisburg, Gettysburg, Lancaster, York, Lebanon). Should the Southeastern Employment Corp. offices listed in RFP Addendum 1 be included in the annexes above?

a. Answer: See 1.2, h.

- ww. At the pre-bid meeting it was discussed that the main purpose of the COOP plans is to provide a guide for first response to potential hazards.
- a) Please confirm that a formal hazard assessment and development of mitigation measures should be considered included in the scope of work for each of the 5 campuses.
 - b) Please confirm that Pandemic Planning should also be considered for this effort.
 - a. Answer: Yes and Yes
- xx. Will additional information be provided regarding the structured walk through discussed at the pre-bid meeting?
- a. Answer: Senior level administration has never conducted an exercise of this nature and scope and will need guidance on the conducting of and outcomes for the table top exercise.
- yy. Regarding contacts, interviews, escorts, gap analysis, and data gathering at the five campuses and five Southeastern Employment Corp locations (each campus or site location); will there be one point of contact (POC) from the Office of Risk Management or will each campus or site location provide POC(s)?
- a. Answer: Each campus will provide POC's
- zz. RFP calls for review of HACC's "developed procedures...that enable it to respond to a disaster." Approximately, a) how many procedures (Information Technology and other departments) are contained in b) how many existing HACC's plans?
- a. Answer: There is the BOMAC plan and an IT plan only
- aaa. What type of business entity is HACC-Central Pennsylvania's Community College, i.e., a) a Not-for-Profit (501c(3) educational organization), b) private business entity, or c) State/local funded organization?
- a. Answer: a)
- bbb. Page 15, first paragraph of the RFP states 30 page maximum, page 15, last paragraph states that "...one page resume for each project manager by discipline (excluded from 20 page maximum)...". We assume that the limit is 30 page maximum, please confirm.
- a. Answer: See question 1.1 d.

END OF ADDENDUM