



SCHOOL EMPLOYEES RETIREMENT SYSTEM OF OHIO

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Request for Proposal – Cyber Incident Response Tabletop Questions Submitted to SERS

Question 1: Do we have a price band and timeframe of delivery?

Answer: SERS will not be providing the budget set aside for this project. However, the expected exercise should be a 1/2 day in-person tabletop scenario creation and facilitation, and also provide a written summary with details outlined in Question 8. We would like to have the written summary no later than two weeks after the engagement.

Question 2: How many scenarios is SERS looking to do within the exercise?

Answer: One, with 2-3 injected trigger events

Question 3: 3) Does SERS wish to do two sessions, one for the technical team and one for the non-technical team (Executive Leadership, PR, Legal, etc.)?

Answer: No, just one session. Technical team will be participants, non-technical team will be observers.

Question 4: Ideally would the tabletop facilitation be done in-person or virtually?

Answer: In-person

Question 5: 5) How many total participants do you expect to attend the tabletop?

Answer: 20-25

Question 6: What is the overall structure of the teams or sections participating?

Answer: Main Participants will be IT, Information Security, and Risk. We will have observers from all departments.

Question 7: How long do you expect gameplay to last?

Answer: 2.5-3 hrs

Question 8: What type of report do you expect to receive afterward: a written report after-action or a powerpoint debrief?

Answer: Written executive report with a summary of the scenario, objectives, participants' roles, injected trigger events, decisions and actions by participants, challenges face, and suggestions for improvements.

Question 9: Ideally would the tabletop facilitation be done in-person or virtually?

Answer: See Response to Question 4

Question 10: *Will the tabletop include or require any second or third party vendors?*

Answer: No

Question 11: *Are the outcomes/objectives of this tabletop desired to be more technical or executive in nature?*

Answer: Combination of both

Question 12: *What other dates are available for facilitation in the event 10/25/2023 needs to adjust?*

Answer: Yes. We prefer the stated times but if a compelling reason exists to modify the timeline (without impacting the final draft report due date) please so state in your response and this can be negotiated in the final contract terms.

Question 13: *Appendix A – Questionnaire, section C. Proposed Service: “Can the vendor meet SERS’ schedule for project commencement and completion?” The RFP identifies 10/25/2023 as the projected date for exercise. Please clarify the expected completion date or duration for the IR tabletop exercises (number of days/weeks).*

Answer: Tabletop Exercise should be conducted on 10/25/23 and a written executive summary completed two weeks after the exercise

Question 14: *What is the expected award date of this contract?*

Answer: By 9/30/23

Question 15: *How many physical locations are in scope?*

Answer: One

Question 16: *C. Proposed Services, 6: For the project schedule task estimate, is the primary concern for hours to estimate the time commitments for OH SERS personnel, or vendor time spent on providing the proposed services?*

Answer: The vendor’s time

Question 17: *Feedback on Current Incident Response Plan. Please clarify if SERS*

is looking for general feedback on the plan, or if there is an expected deliverable.

Answer: See Response to Question 8

Question 18: ***Please list and briefly explain the 11 critical processes identified by the ERM officer to scope the time and resources needed to test those on the Tabletop.***

Answer: Those will be shared upon award of contract

Question 19: ***Please list the key areas/representative (ex: Legal, Communications, IT/Cyber, Financial, Security, etc...) that need to be involved during the Tabletop to return to key operations.***

Answer: See Response to Question 6

Question 20: ***Are the Key areas/representative responsible for the 11 critical processes? If not, should any other stakeholder be considered?***

Answer: Yes

Question 21: ***Is the Tabletop intended to be Technical or Business oriented?***

Answer: See response to Question 3

Question 22: ***Please explain/elaborate on the expectations and objectives of the exercise***

Answer: See Scope of Services in the RFP

Question 23: ***Is the Tabletop expected to be Virtual or Onsite?***

Answer: See response to Question 4

Question 24: ***Please list the policies/playbooks that are to be tested/referred to in addition to the IR plan to during the Tabletop.***

Answer: Cyber Incident Response Playbook

Question 25: ***Can the IR Plan Assessment be conducted virtually?***

Answer: Yes

Question 26: *It is advisable that each exercise (IR Assessment / Tabletop) has a separate have a separate final report, is that acceptable?*

Answer: There is only one 1/2 day tabletop and only one summary is expected

Question 27: *Please provide some estimated date range for delivery for each service*

Answer: See response to Question 13

Question 28: *Who will be the participants? IE: Technical or Executive Level or both?*

Answer: See response for Question 6

Question 29: *As a global security company we value the privacy of our customers, Can specific names for references be provided on down selection? We sign NDAs with all of our customers for Security engagements, and they prefer not to have their names published in RFPs. Can we provide the details of past engagements and if selected provide their contact information before award?*

Answer: Yes

Question 30: *What type of Scenarios are you looking for? IE? Ransomware, data for ransomware, etc*

Answer: We would like some options from the vendor as stated in the Scope of Services, "You may propose multiple tabletop scenario options for our consideration"

Question 31: *Do you prefer Onsite or will remote be sufficient?*

Answer: See response to Question 4

Question 32: *The RFP mentions that SERS has identified 11 critical processes and conducted a business impact analysis (BIA) for each. Could you provide more details on these processes or the outcomes of the BIAs to help us better tailor our proposal?*

Answer: See response to Question 18

Question 33: *The RFP asks for a simulated incident via a tabletop exercise. Could you provide more information on the specific type of cyber incidents*

that you are most concerned about, or that you would like the scenario to focus on?

Answer: See response to Question 30

Question 34: In terms of timeline, the RFP provides a tentative schedule for the project. Are there any specific milestones or checkpoints you would like us to be aware of during the project?

Answer: There will be a deadline for submission of potential scenarios. Exact date will be determined with selected vendor.

Question 35: How many participants are you planning on being in the exercise?

Answer: See response to Question 5

Question 36: Which levels of your organization will be participating during the exercise? (C-level, Managers, etc.)

Answer: All levels

Question 37: Are there any third-party organizations you partner/work with that you will want to have included in the exercise?

Answer: See response to Question 10

Question 38: Do you have goals and objectives already determined for the exercise? If not, will staff be dedicated to working with the selected vendor to determine the goals and objectives during the planning process?

Answer: Yes, they are listed on pages 3 & 4 of the RFP under Scope of Services

Question 39: What are the top three scenarios you would like to include in the exercise?

Answer: See response to Question 30

Question 40: How many planning team members will be assigned to work with the contract winner?

Answer: The ERM Officer will be assigned to work with the contract winner, and others will be engaged as necessary."

Question 41: *How much time do you expect your planning team to contribute to weekly planning and coordination?*

Answer: 3-5 hrs or as many hours are required

Question 42: *Is this an in-person exercise, or would a distributed / virtual exercise be acceptable?*

Answer: See response to Question 4

Question 43: *Is the exercise date flexible?*

Answer: See response to Question 12

Question 44: *When was the last time you updated your IR plan?*

Answer: 8/5/2021

Question 45: *What is your budget not to exceed?*

Answer: See response to Question 1

Question 46: *Can we add attachments for further explanation of services and methodologies?*

Answer: Yes

Question 47: *Regarding the sample contract: Do you want just the SOW with the deliverables/scope, or would you like our service agreement and work order as if we were providing the contractual documents?*

Answer: Include your standard contract template(s). A more detailed disclosure will enable a timely review and expedite the contract finalization process