

August 2, 2017

CLARIFICATIONS

Re: Solicitation No. 7006536 Service Now Software, Installation, and Professional Services

Please be advised of the following clarifications to the above referenced Solicitation.

1. How many overall service catalog items do you have

Please see the Specifications / Scope of Work Section for GRC

2. SBE **Since the stated goal is zero – are any of the SBE forms needed?**

No, the SBE forms are not needed. You may just put "N/A" on these forms.

3. Bid bond Is a bid bond required/applicable?

A bid bond is not required for this solicitation.

4. What applications are in scope for Orchestration activities?

This will be determined by catalog items needs.

5. What tools are in scope for integrating to Event Management?

The information is not known at this time.

6. Are they pushing content via REST? (SNMP is normally out of scope unless absolutely required)

The information is not known at this time.

7. Are they sending informational events or actionable events?

The information is not known at this time.

8. How many business services (and service groups) are being monitored?

Please see the Specifications / Scope of Work Section for GRC

9. What is your time expectations for completion of all the effort list in your Scope of Work – items 3 – 9?

Approx. 11 months

10. What percentage of work is to be performed onsite versus the percentage of remote work?

This will be considered per bidders proposal. (Shannon you may want rephrase... basically, we are not going to set any percentages).

11. It is referenced in 8.6 GRC '8.6.9 Collect feeds from vulnerability assessment tool, SIEM (for incidents) and other security tools' - Acorio recommends the Security Operations application for this type of work, as pre-built SIEM and vulnerability tools can be leveraged for most applications.

Please see the Specifications / Scope of Work Section for GRC

12. Is the Security Operations application in scope for this effort? If so, is the Security Operations application licensed?

Please see the Specifications / Scope of Work Section for GRC

13. What audit authorities are mandated (HIPAA, PCI, COBIT etc.)?

Please see the Specifications / Scope of Work Section for GRC

14. Please describe the frequency of full and partial audits (both internal and external audits)

Please see the Specifications / Scope of Work Section for GRC

15. Will Security Audits or vendor audits be covered in this project?

Please see the Specifications / Scope of Work Section for GRC

16. Which audits do you want to support with ServiceNow GRC?

Please see the Specifications / Scope of Work Section for GRC

17. Do you want to manage Risks in ServiceNow?

Please see the Specifications / Scope of Work Section for GRC

18. Please describe how risks to the company are defined /categorized / measured today.

Please see the Specifications / Scope of Work Section for GRC

19. How Is Risk management tied to Compliance?

Please see the Specifications / Scope of Work Section for GRC

20. What tools/platforms do you currently use for GRC? Is this totally a manual process today?

Please see the Specifications / Scope of Work Section for GRC

21. Do you have, or plan to have a subscription to the Unified Compliance Framework?

Please see the Specifications / Scope of Work Section for GRC

22. Do you have a formal Internal documentation system/database where approved policies reside?

Please see the Specifications / Scope of Work Section for GRC

23. Do you require approvals for the addition and maintenance of compliance related records? If yes, will Approvers have access to ServiceNow?

Please see the Specifications / Scope of Work Section for GRC

24. How many people are involved in GRC activities?

Please see the Specifications / Scope of Work Section for GRC

25. Please describe any formal groups and roles defined for managing GRC.

Please see the Specifications / Scope of Work Section for GRC

26. Who writes test plans vs performs the tests?

Please see the Specifications / Scope of Work Section for GRC

27. What teams provide evidence of compliance? (small group of SME's , compliance team, other?)

Please see the Specifications / Scope of Work Section for GRC

28. Who will require Audit results and in what form?

Please see the Specifications / Scope of Work Section for GRC

29. Please describe any specific reporting needs for Compliance

Please see the Specifications / Scope of Work Section for GRC

30. What version of ServiceNow are you currently on?

Please see the Specifications / Scope of Work Section for GRC

31. What version of ServiceNow do you expect to use the GRC application on?

Please see the Specifications / Scope of Work Section for GRC

32. Are you using the ServiceNow CMDB, how is it maintained?

Please see the Specifications / Scope of Work Section for GRC

33. Are you using Change Management in ServiceNow integrated with the CMDB?

Please see the Specifications / Scope of Work Section for GRC

NOTE: A copy of this questions and clarifications shall be acknowledged by appropriate signature and attached to the submitted proposal.

Company Name

Signed

Date

If you have any questions regarding this matter, contact during normal working hours (8:00 AM to 4:30 PM, Monday through Friday) at 972-973-5620 (p), 972-973-5601 (f) or at the email address of Shhamilton@dfwairport.com.

Sincerely,

Shannon Hamilton

Shannon Hamilton
Procurement and Materials Management Department