



RFP FY24-34677 Managed Detection & Response (MDR)

Vendor Questions and Responses

Note: The RFP reference number is **FY24-34677**. The footers throughout the RFP have other RFP numbers (RFP No. FY23-28838 & RFP No. FY24-34416), it was a typo on our end.

Question	Section	AAMVA Response
Do all provider resources (account managers included) assigned to this engagement have to have at least 5 years of experience?	Section 1.3.1.5	The 5 years applies to the SOC engineers assigned to the review and remediation of the incidents
Will AAMVA expand on the disclosure of "current turnover ratio for the main resources assigned to this engagement"?	Section 1.3.1.5	What is the current ration of people are leaving the team/organization. A high turnover can negatively impact the service delivery.
What is the page limit for MDR Services? i.e. "fifteen (10)" is written	Section 4.1.1.2.1	Each section has its page requirement. Please refer to section 4 proposal instruction and evaluation procedure
Will AAMVA clarify the proposal submission files? i.e. which volumes belong in what files for submission (there is reference to a Volume III)	Section 4.2	Please submit corporate & Technical Proposals separately from the Price proposal and label it properly per the RFP instruction eg "Price proposal response for RFP 34677.
When can bidders submit the signed NDA to obtain the detailed inventory of assets in scope for this RFP?	Section 1.2.1	We will provide a high level inventory that does not require an NDA. If most vendors believe that the level of information shared is not sufficient, we may require an NDA and will use AAMVA's standard NDA as a starting point.
What technology licensing does AAMVA possess currently?	1.2.1	See inventory
How many users does AAMVA support within the organization?	1.2.2	See inventory
How many servers does AAMVA have?	1.2.2	See inventory
Is AAMVA subject to any other compliance requirements outside of those listed in Section 1.2.3? If so, can AAMVA please disclose?	1.2.3	See inventory
How many firewalls does AAMVA have currently?	1.2.2	See inventory



<p>Does AAMVA host data in GCC, GCC-H, or Commercial cloud? Or a combination?</p>	<p>1.3.1.4</p>	<p>See inventory</p>
<p>Will AAMVA provide a list of any third-party tools it is using today?</p>	<p>1.2.1.6</p>	<p>See inventory</p>
<p>Offerors must describe three (3) to five (5) examples of similar managed services support services that the offeror has provided of similar size in the past three (3) years.</p> <p>Would AAMVA please consider expanding the page limit to at least 5 pages for this section of the proposal?</p>	<p>4.1.1.1.2 Past Performance</p>	<p>We will not consider expanding the page limit above what is described in the RFP.</p>
<p>Section 1.3 Minimum Qualifications Offerors must describe how your firm meets all requirements; location, industry/service, compliance, and environment.</p> <p>Section 1.3 has 6 subsections (1.3.1.1- 1.3.1.6) with multiple paragraphs to respond to in the proposal. Would AAMVA please consider expanding the page limit to at least 10 pages for this section of the proposal?</p>	<p>AAMVA. 4.1.1.1.3 Minimum Qualifications</p>	<p>We will not consider expanding the page limit above what is described in the RFP.</p>
<p>Volume 1.2 requires a response for Managed Detection & Response (MDR) Services (SOW 3.1) and Security Operations Center (SOC) Services (SOW 3.2).</p> <ul style="list-style-type: none"> If an Offeror would like to respond to 3.3 Value Add Services, would this information also be included in Volume 1.2? <p>Also, would AAMVA please consider expanding the page limit to 30 pages (with the additional 10-page limit for a response to SOW Section 3.3 Value Add Services)?</p>	<p>4.1.1.2 Volume 1.2 Technical Solution/Approach</p> <p>and</p> <p>3.3 VALUE ADD SERVICES</p>	<p>We will not consider expanding the page limit above what is described in the RFP.</p>
<p>The name listed in Section 2.1 - RFP COORDINATOR is Khalid Rahimi.</p> <p>Is there a typo in Section 4.2, bullet number 1?</p>	<p>4.2 PROPOSAL SUBMISSION</p>	<p>The proposal should be submitted to Procurement@amva.org and copy Khalid Rahimi</p>
<p>There are only two (2) volumes listed in section 4.1 – Volume 1 and Volume 2.</p> <ul style="list-style-type: none"> Should File 1 include Volume 1, labeled as “Corporate & Technical Proposal Response for RFP 34677 by <company name>.pdf”? <p>Should File 2 include Volume 2, labeled as “Price proposal response for RFP 34677 by <company name>.pdf”?</p>	<p>4.2 PROPOSAL SUBMISSION</p>	<p>Please submit corporate & Technical Proposals separately from the Price proposal and label it properly per the RFP instruction eg “Price proposal response for RFP 34677.</p>



<p>There are three (3) exhibits in the RFP under Section 5: 5.1 Exhibit A: Certifications and Assurances; 5.2 Exhibit B: Certification Regarding Debarment, Suspension, and Other Responsibility Matters; and 5.3 Exhibit C: AAMVA Mutual Nondisclosure Agreement</p> <p>Will AAMVA confirm that all three (3) exhibits will be signed by the apparent successful contractor and are not required to be signed and submitted with the proposal?</p>	<p>2.6 GENERAL TERMS AND CONDITIONS</p>	<p>Those exhibits are required to sign and submitted as part of the proposal submission package.</p>
<p>Please consider allowing tables and figures to be presented in no less than ten (10) point font.</p>	<p>4.1 PROPOSAL CONTENT</p>	<p>We accept that on a case-by-case basis. Please submit your best offer.</p>
<p>To what extent, and with what metric are the “Optional services” (including submissions in line with 3.3 Value Add Services) going to be evaluated against?</p>	<p>4.1.2.2 VOLUME 2.1 PROFESSIONAL SERVICES</p>	<p>The evaluation score and % are listed on page 17 of the RFP.</p>