

THE CITY OF WALTHAM
MASSACHUSETTS

PURCHASING DEPARTMENT

**AWIA Risk and Resilience Assessment (RRA)
and Emergency Response Plan (ERP)**

ADDENDUM NO. 1

July 10th, 2020

CHANGES, CORRECTIONS AND CLARIFICATIONS

The attention of bidders submitting proposals for the above subject project is called to the following addendum to the specifications. The items set forth herein, whether of omission, addition, substitution or clarification are all to be included in and form a part of the proposal submitted.

THE NUMBER OF THIS ADDENDUM (NO. 1) MUST BE ACKNOWLEDGED in Your Cover Letter.

ITEM 1: ANSWERS TO POSED QUESTIONS

Q1. Can you clarify the number of terminals, ports, mobile devices susceptible to Cyber vulnerabilities? Can you share any information about the ports, devices and the depth of penetration ect. without compromising security?

A1. All terminals/Desktops, ports, mobile devices having to do with the City's water systems are broken down into three different categories: 1. Passive (not directly or indirectly connected to other devices or the internet). We have less than a handful of these. 2. Computers or Devices directly connected to the billing system(s) only. We have roughly ten (10) user computers that are used for the administration, billing, and collection of water usage activity. These systems operate inside of the Water and Sewer Billing offices as well as the Treasurer's office. They are not connected to the infrastructure in any way. 3. The city's Web Server that is responsible for the citizen interface application between information related to the computer systems in category 2 (above). There is informational exposure to citizen (users) meta data and the billing activity (including billing and payment activity and history).

The three above categories do not present any risk beyond being physically stolen and manipulated by individuals with malicious intentions.

Q2. The list of items to be submitted on page 8 says the submitter should "state that it will meet the insurance requirements for this project." Please provide the levels of insurance that are required for this project.

A2.

Liability limit per occurrence	\$1 Million
Network security and Privacy	\$1 Million
Media Liability	\$1 Million
Credit Monitoring	\$1 Million

Regulatory Proceedings	\$1 Million
Breach Assistance/Legal Serv.	\$1 Million
Notification Expenses	\$1 Million

Forensic Services	\$1 Million
Call Center Services	\$1 Million
PR/ Crisis management	\$1 Million
Data protection Loss	\$1 Million
Business Interruption	\$1 Million
Umbrella	\$5 Million

Q3. *Please confirm that these two forms are applicable and necessary for this consulting (not construction) project: a) Weekly Payroll Records Report & Statement of Compliance and b) 10 Hours OSHA Training Confirmation for Construction Projects.*

A3. *Please ignore these two forms. They are not required for this service*

Q4. For the cybersecurity evaluation, if the City would like its web-connected Water Department devices tested or reviewed for security effectiveness, how many devices of each types will need to be tested (PCs, phones, tablets, etc.)?

A4. If an evaluation was necessary for the, no more than fifteen total devices which include but not limited to all billing and clerical systems, passive devices used by the Water and Sewer Division, and the city Web Server presenting all citizen access to the data related to usage, billing, and collection.

Also, it is worth mentioning, the city’s complete data systems have been reviewed and commented on by an outside audit firm and corrective action have been taken to achieve ideal protection. Although the threats are dynamic and ever evolving, the city continues to adjust to provide appropriate protection. This I.T. Audit has been an annual process and practice for the past four years.

Q5. *Will the City consider allowing electronic bid submittals as is becoming prevalent during the pandemic, which can be followed by “wet ink” originals from the successful proposer at a post-bid timeline?*

A5. *The placement of an authorized original signature placed in binding bid documents gives the city a certain level of certainty that the company’s authorized officer has reviewed the response and stands behind the bid submission. The electronic signature does not go that far as it can be placed in the bid documents by anyone with a computer access and does not assure the bid endorsement of the corporation*

End of Addendum 1