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June 12, 2023

Addendum Number 3
Informal Request for Proposals No. 23-32-210556
Business Continuity and Disaster Recovery Plan

This Addendum is being issued to provide information as follows:

1. The Proposal Due Date is changed to 3:00 pm, Friday, June 16, 2023, Alaska Time.

Question and Answers:

2. The Informal Request for Proposals states on page 5, at the bottom of the Scope of Work section, "OUT OF SCOPE for this project is DR planning." Does this statement mean that the scope of this project, titled "Business Continuity and Disaster Recovery Plan", excludes development of any Disaster Recovery (DR) plan(s)? Please clarify.
A: The Disaster Recovery Plan is being developed under a separate contract. Only the Business Continuity Plan is in scope of this project.
3. The Informal Request for Proposals states on page 5, in item #5 within the Scope of Work section, "Develop and produce the below listed reports." However, no reports appear to be listed below this statement. To which reports is this statement referring?
A: The executable program and the presentation to the executive team.
4. On page 4, within the Objectives section of the Informal Request for Proposals, some of the wording at the end of objective #3 appears to cut-off, and objective #3 is not followed by a semicolon like objectives #1-5 are. Has any text perhaps been unintentionally omitted from objective #3?
A: Information provided is complete.
5. On page 4, within the Objectives section of the Informal Request for Proposals, the number of objectives proceeds from #1 to #3. Is there perhaps a second objective that may have been unintentionally omitted from this section?
A: No, the information is complete; however the numbering is out of sequence.
6. Objective 1:
 - a. Is there a documented "risk assessment of operations and identification of events" that can be reviewed? Can that be provided prior to proposal, or after award, or will this be developing during this project?

- b. Is there a documented portfolio of “critical operational functions and the services, programs and staff required for these functions.” Can that be provided prior to proposal, or after award, or will this be developing during this project? A

A: The documents we have can be shared with the contractor after the award. ARRC has a yearly risk assessment but does not have the document identified in 6a.

- 7. Objective 2: Referring to question (5) below, is there a complete and operational DR Site apart from the main NOC?

- a. If so, was a list of requirements documented for this site when it was built?
- b. Is this an update to that list of requirements or is it a start from scratch list of requirements?
- c. Will this project validate the current DR site already in place against this new list of requirements?

A: This project does not need to consider the data center. What we are looking for is simply restore and retention requirements from the business continuity planning.

- 8. Objective 4: Referring to question (1b) above:

- a. Are the business processes already identified and documented?
- b. Are the business processes mapped with a tool such as Microsoft Visio? Can those be provided prior to proposal, or after award, or will this be developed during this project?

A: The business processes are identified; however, they are not documented.

B: The business processes are not mapped out in Visio.

- 9. Objective 5 & 6:

- a. Will this be conducted in person, online, or hybrid?
- b. Is there a specific format such as Microsoft PowerPoint or PDF?

A: We are open to any of the above options

B: The format is not predetermined.

- 10. The name of the RFP includes “Disaster Recovery Plan”. The Scope of Work states “OUT OF SCOPE for this project is DR planning”. Please clarify:

- a. Is there already a complete and operational DR site apart from the main NOC?
- b. Will the Business Continuity Plan (BCP) only focus on business continuity during and after an event and during a recovery, and the “Disaster Recovery Plan” is covered elsewhere and out of scope of this project?
- c. If yes, can a copy of the DR Plan be provided so that it can inform how long the BCP must be active to allow for a full recovery?

A: a. Yes.

b. Yes, that is correct, the Disaster Recovery Plan is out of scope of this project.

c. The Disaster Recovery Plan is being developed under a different contract.

- 11. Scope of Work (SOW) 1: For the existing “...disaster recovery plans, emergency response procedures, and associated emergency plans and procedures”, do these exist? Can those be provided prior to proposal, or after award, or will this be developed during this project?

A: ARRC will not be providing this information during the IRFP process. ARRC will provide this information after the award.

- 12. SOW 2: We understand the ‘Program’ to include the following. See questions incorporated here:

- a. Business Continuity Plan: being updated during this project.
- b. Policy: Being updated or developed?
- c. Administration: Develop and document procedure.

- d. Maintenance: Periodic review to be outlined in the policy and procedure. And ad hoc update of personnel roles.
- e. Training: Develop and training plan, or conduct the training as part of this project?
- f. Exercises: Develop the exercise plan and schedule, or conduct exercises?

A:

- a. BCP: Developed or updated
- b. Policy: out of scope
- c. Procedure: Limited to within the BCP – do not need additional procedures.
- d. Maintenance: Develop recommended process for ARRC to update BCP on periodic basis
- e. Training: Develop training plan
- f. Exercises are out of scope.

13. SOW 3: There are currently 20 BC plans.

- a. Do these plans correspond to the ‘work groups’ envisioned?
- b. When will the ‘ten work groups’ be identified? Can that be provided prior to proposal, or after award, or will this be developed during this project?
- c. Transportation
- d. Accounting & Supply Management
- e. Freight
- f. Projects and Engineering
- g. HR and Labor Relations
- h. Legal
- i. Safety
- j. MOW
- k. Passenger
- l. Police & Security
- m. Can the existing BC templates from 2008 be modified to make them more efficient?

A: The respondent will need to determine if the existing templates are useful for a template.

14. SOW 4:

- a. Do the ‘workshops’ match the ‘ten work groups’?
- b. Are the ARRC project team members for each workshop identified?
- c. What is the assumption for ARRC project team member availability during this project?
- d. Is there executive sponsorship for this project that will ensure project team member participation and timeliness?

A:

- a. ARRC suspects there are multiple processes within each work group. The ‘workshops’ may not match.
- b. Team members still need defined, ARRC will take this task on.
- c. ARRC will schedule the work to maximize ARRC personnel availability.
- d. The project has executive sponsorship. ARRC will work with all required team members to ensure participation and timeliness.

15. SOW 5: This states ‘...the below listed reports’ but none are listed. Can you provide the list of reports and content or examples of header columns?

A: Business Continuity Plans and Executive Report

16. SOW 6:

- a. Is this different than the program listed in SOW 2?
- b. Do the “...emergency preparedness, response and recovery programs” exist? Can that be provided prior to proposal, or after award, or will this be developed during this project?

A: a. Yes.

b. ARRC has multiple EP and response plans that can be provided after award.

17. SOW 7: Provide a presentation to the ARRA Executive team:

- a. Does the “*emergency operational response*” exist? Is it the same as the programs listed in SOW 6?
- b. With regard to “...*reviews the development and implementation of the program, and gives expectations for successfully maintaining the program and ensuring post-emergency business continuity,*” is this a single presentation or ongoing during implementation of the program?

A:

- a. We will ensure the project team and vendor has time to work with our Incident Response Commander to collect any operational plans we have but in general those are related to emergency incident management and not continuing operations.
- b. A single presentation

18. Will the successful vendor, ARRC, or both, perform Project Management?

A: Both

19. Does ARRC have a preferred tool for development and maintenance of the BCP?

A: No

20. Does ARRC have a preferred Project Management tool?

A: We use a product called Teamwork but may consider use of something differnt.

21. Does ARRC have a preferred shared storage location for documentation of project management and plan, policy, and procedures being developed during the project?

A: ARRC has multiple options from dropbox, to M365, or on premise. We are open to options.

22. Does the business continuity plan address all elements of the system, including trains, administrative and maintenance facilities, and right-of-way?

A: It addresses the groups that require computers and systems to perform their work.

23. What are the ten work groups that disaster recovery plans will be developed for?

A: To clarify, we are not looking for any disaster recovery in this SOW, just business continuity, for the business to understand how they will work if computer systems are down. In scope is some definition of how long an outage can be managed without systems for the BCP but the DR plan is not in scope.

Freight

Real Estate

Passenger

Finance

Human Resources

Marketing

Mechanical

MOW

Transportation

24. Will the presentation to the ARRC Executive Team be provided remotely or in person?

A: An in-person presentation is not required, a telemeeting will be adequate

25. Does ARRC have an existing risk and threat assessment?

A: ARRC has an existing cybersecurity risk assessment.

26. The RFP states on page 5 “OUT OF SCOPE: DR PLANNING” and also requires the “Development of DR requirements based on the end user need by service” and the “Development of a succinct and appropriately sized business continuity plan that identifies and addresses business process during major threat scenarios relevant to ARRC” on page 4.

Does this RFP only address template and continuity of operations process development but no disaster recovery technological planning development?

A: That is precisely correct – how does ARRC operate in the event of a system failure. DR will be a subsequent contract.

27. Can AARC confirm if the RFP is requesting training and exercises as part of this effort or just a plan for program administration?

A: ARRC is not requesting training or exercises as part of this effort. ARRC is seeking a plan for program administration.

28. If exercises and training are needed, what type and how many sessions will be required?

A: See response to #27 above.

All other terms and conditions remain unchanged.

Acknowledge receipt of this and all addenda in your firm’s Service Bid Form (Form 395-0129).

Sincerely,



Michele Hope
Senior Contract Administrator