



citycounty insurance services
cisoregon.org

Request for Proposals (RFP) Addendum 2

CIS IT Strategic Roadmap

CIS
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| RFP Schedule | |
|----------------------------------------|-----------------------------------------|
| Issuance of RFP: | January 10, 2025 |
| Submission of Questions about the RFP: | January 22, 2025, 5:00 p.m. (PT) |
| Proposal Due: | February 7, 2025, 5:00 p.m. (PT) |
| Anticipated Contract Award: | February 26, 2025 |

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ADDENDUM

A. BACKGROUND

On January 10, 2025, CIS issued a Request for Proposals (RFP) to solicit offers from qualified firms to conduct a comprehensive assessment of our IT/app development function and develop a strategic roadmap.

CIS is issuing this Addendum to the RFP to respond to written questions we received from potential proposers. The Addendum modifies the original RFP document only to the extent indicated. All other areas of the original RFP remain in effect and can only be modified in writing by CIS. This Addendum is made an integral part of the original RFP. It is the responsibility of all proposers to conform to this Addendum. Proposers who have already submitted proposals may either: 1. submit an addendum to their proposal; or 2. withdraw the original proposal and submit a new one. Any addendum or revised proposal must be submitted no later than the **Proposal Due Date of 5:00 p.m. (PT) on February 7, 2025**.

B. RESPONSES TO QUESTIONS

Questions received have been organized into categories. Additionally, questions that CIS considered to be similar or related have been grouped together and a single response provided.

RFP Process Questions

Question #1

Could you clarify the expected format and depth of the final report and roadmap presentation?

CIS Response #1

The format and depth of the final report is up to the successful proposer. As stated in Section V(B) of the RFP, proposers should include examples of final assessment reports and strategic roadmaps that they have provided to clients for projects similar to ours.

Question Set #2

- Is CIS you giving any scoring preference to commitment to diversity or under represented workforce as you evaluate and score proposals?
- Will CIS prioritize cost over other criteria, such as experience or timeline, when evaluating proposals?

CIS Response #2

Our criteria for evaluating proposals are outlined in Section III(D)(3) of the RFP. All criteria are evaluated equally

Question #3

How many resumes are required for submission, and for which roles or key personnel?

CIS Response #3

The requirements for identifying key personnel assigned to the project are explained in Section V(C) of the RFP. Examples of key personnel include, but are not limited to, those who will be

responsible for overseeing the project, carrying out elements of the project, or interacting with CIS staff.

Question #4

Please clarify if sample resumes will work for now.

CIS Response #4

No, sample resumes are not acceptable. The response should include descriptions or resumes of the specific key personnel that will be assigned to the project.

Question #5

Please specify the minimum number of references required for inclusion in our response.

CIS Response #5

Please provide at least three references from organizations for which you have provided services like those requested in the Scope of Work in the RFP.

Question Set #6

- Could the agency please clarify if the proposed candidates are not available at the time of award, will the agency allow us to provide replacement personnel with similar or more skill sets?
- If we are shortlisted for interview and if our proposed personnel are not available at that time, can we propose alternate resources for interview?
- If only one candidate is required, can we propose multiple candidates as options (if one resource is unavailable post award, we can still go ahead with alternate resource)?

CIS Response #6

We will not accept replacement personnel. Proposers should only include information for personnel that will actually work on the project.

Question #7

Is there a response format requirement? Is a PowerPoint response allowable?

CIS Response #7

We have not specified a particular file format, but the response must meet all of the elements described in the RFP document.

Question #8

Do we need to register specifically in the State of Oregon, or is registration in any state sufficient since we are already registered in Austin, Texas?

CIS Response #8

We are not able to provide legal advice on whether you need to register your business in Oregon to be able to conduct business in Oregon. You should consult with legal counsel for this information.

MSP Eligible to Bid

Question #1

Is your third-party IT managed service provider eligible to bid on this work?

CIS Response #1

We have not excluded our managed service provider (MSP) from bidding on this work.

Question #2

Is there an incumbent on the contract? If yes, could you please let us know the incumbent name and spending done on contract so far?

CIS Response #2

This is a new project that we have not yet started. Therefore, there is no incumbent on the project.

Deadline Extension

Question Set #1

- Is there possibility to extend the proposal deadline to Feb 15th, 2025?
- Are there any conditions for CSI to prolong the tender submission period?
- Would CIS be willing to extend the response submission date by two weeks to February 14, 2025?

CIS Response #1

On January 31, 2025, CIS issued Addendum 1 to the RFP extending the deadline for submitting proposals to **5:00 p.m. (PT) on February 7, 2025**.

Onsite vs. Remote Work

Question Set #1

- Will the project team be required to work onsite, remotely, or a combination of both? If onsite, are there specific days or hours of operation?
- Is the work entirely onsite or can it be done remotely to some extent?
- Will this project require onsite presence, or is it possible to deliver the work remotely?
- Does the vendor need to be physically present, or can the work be performed remotely?

CIS Response #1

We expect that interviews with stakeholders and presentation of the final report and findings be conducted in person. Other work on the project can be conducted remotely.

Question #2

Will the project personnel work part-time or full-time? If it is part-time, how many hours per week are expected?

CIS Response #2

It is up to the successful proposer to determine how many hours they need to work to complete the project within the timeline CIS has provided. CIS does not control the successful proposer's hours of work.

Question #3

Are there any roles where CIS expects dedicated resources throughout the project duration, or are shared resources acceptable?

CIS Response #3

Shared resources are acceptable, subject to CIS' expectation to have the project completed within the timeline provided in the RFP.

Question #4

Is the work environment remote, hybrid, or on-site?

CIS Response #4

CIS' work environment is hybrid. CIS employees work at least one day per week in CIS' office in Wilsonville, Oregon. Remaining days in the week are either spent working remotely or at CIS member sites, depending on job duties.

Question #5

Is there a local vendor preference?

CIS Response #5

We do not have a specific preference for a local vendor, but expect work be performed onsite and in person as described above.

Question #6

Can vendors from other states submit a bid?

CIS Response #6

Vendors from other states may submit a bid provided they are authorized to work in the State of Oregon and can meet CIS' expectations to perform work onsite and in person as described above.

Timeline Questions

Question Set #1

- Are there any firm deadlines beyond the May 9, 2025, presentation date for other deliverables?
- Is there consideration for extending the May 9th, 2025 timeline for project completion? [to ensure best possible delivery of Strategic IT Plan]
- Is there flexibility in the project timeline, or are the dates specified in the RFP fixed due to external commitments?

- Are there any critical deadlines or milestones that must be met during the project?
- What level of flexibility exists for milestone adjustments? Can the timeline be adjusted based on project complexity or findings during the initial assessment?
- What is the expected duration for CIS to review and approve submitted deliverables?

CIS Response #1

CIS' fiscal year 2025-26 begins on July 1, 2025. Whichever action items in the strategic roadmap have financial impacts for fiscal year 2025-26 will need to be included in CIS' budget for the year. Therefore, we will need information about those items by the end of April 2025 to assist in the development of the budget.

Aside from that, the roadmap report can be finalized later than April 2025.

Question #2

Is the March 3, 2025, contract commencement date flexible in case of extended negotiations?

CIS Response #2

We can be flexible on the commencement date but desire to start the project as soon as possible given the timeline constraints described above.

Question #3

Are there any anticipated delays in stakeholder availability that might affect the project timeline?

CIS Response #3

We do not anticipate any delays and will do everything possible to ensure stakeholder availability to meet with the project team.

Project Budget

Question Set #1

- What is the total budget allocated for this project, and are there any restrictions on how the funds can be utilized?
- Are there contingency funds available for unforeseen challenges during the project?
- Are there specific cost categories that CIS expects to be itemized in the proposal?
- What is the Budget allocated for this opportunity?
- Is there any budget allocated for this contract? If yes, can you please let us know the same?
- What is the maximum hourly rate we can propose for this project?
- Please clarify if we need to provide pricing as hourly based or deliverable based.
- What is the allocated budget for this project?
- Are there any resource constraints or limitations that need to be considered?
- What is the estimated NTE/Budget for this project?
- What is the overall budget for this contract?
- Are there any budget constraints or funding guidelines we should consider when proposing solutions?

CIS Response #1

CIS has not yet established a specific budget for this project. We anticipate the cost for the Scope of Work in the RFP may exceed \$25,000, thereby necessitating this RFP to comply with our purchasing policy. As a public entity, our expectation is that cost proposals will be reasonable and competitive for the services requested.

Section V(E) of the RFP explains that proposers may either quote the costs for their services in terms of either hourly rates or a fixed fee, as appropriate. Whichever method is used, there should be an estimated total cost for the services. Merely providing a list of hourly rates will not be acceptable.

Section V(E) also describes other requirements for the cost schedule.

Expertise Sought

Question Set #1

- Are there any specific roles or expertise (e.g., change management, cybersecurity, data analysis) that CIS recommends proposers include in their project teams?
- Could you please share the job descriptions for each position needed to be staffed by vendors?

CIS Response #1

CIS looks to interested firms to propose the expertise needed to fulfill the Scope of Work in the RFP. To further elaborate on the services requested, CIS has interest in the following areas:

Change Management: For developing and implementing strategies for managing organizational change, including communication plans, addressing resistance, and ensuring smooth transitions for staff.

Systems and Processes: For analyzing existing IT systems and workflows, identifying trends, inefficiencies, and opportunities for improvement.

IT Systems Integration: For assessing and providing solutions for integrating disconnected in-house and third-party systems, reducing manual processes, and improving data accuracy.

Training and Knowledge Transfer: For designing and delivering effective training programs that ensure consistent usage of IT systems across the organization.

Stakeholder Engagement: For facilitating productive collaboration with CIS staff and departments, ensuring that the roadmap reflects the needs and input of key stakeholders.

Question Set #2

- What is the total number of man hours required for this project?
- What is the total number of resources which the client is expecting to work on this project? Please let us know their position name (s) and maximum hourly rate(s)?

CIS Response #2

CIS has no requirements for a specific number of personnel or hours to complete the project. It is up to proposers to determine the personnel and amount of time that will be needed to complete the services outlined in the Scope of Work in the RFP.

Implementation of Strategic Roadmap

Question Set #1

- Based on the RFP, will the vendor selected to develop the IT strategic roadmap as part of this assessment be excluded from participating in the implementation of the roadmap?
- If the selected vendor is not excluded, will there be a preference for awarding the implementation work to the same vendor, or is it anticipated that a separate, open RFP will be issued for the implementation phase?
- Will the roadmap's implementation be handled internally by CIS, or does the selected firm need to assist with execution?

CIS Response #1

CIS will implement the roadmap. If necessary to engage outside firms to support the implementation of the roadmap, CIS is open to considering the successful proposer from this RFP but may also need to conduct an open RFP depending on the anticipated cost of the support needed.

Question #2

How involved will the IT strategic plan action team be during the project and the implementation phase?

CIS Response #2

CIS intends for our internal IT strategic plan action team to be very involved both during the project and implementation phase.

Stakeholders to interview

Question Set #1

- Are there specific stakeholders or departments you want the proposer to prioritize during the assessment phase?
- Who are the key stakeholders involved in this project, and what are their roles?
- How many individuals does the vendor need to interview?
- Who are the key stakeholders involved in this project, and what are their roles in the decision-making process?

CIS Response #1

This strategic initiative is being led by our executive director. There are four other executive team members, our CFO, Administrative Officer, Director of Risk Management, and Benefits Director on the action team, which also includes all members of our app development team, and staff representatives from our marketing, communications, training, claims, benefits, analytics and finance departments. All will be able to provide input for the successful proposer's assessment of CIS' IT systems, processes, applications, and their interaction.

Question #2

How will stakeholders be engaged throughout the project?

CIS Response #2

The strategic action team has regular meetings on the project and will work with the successful proposer to establish meeting agendas and set expectations. We also expect that the successful proposer will interview the stakeholders and others, as necessary, as part of the assessment process.

Question #3

Will the third-party managed IT service provider be available to interview and ask follow-up questions during the assessment?

CIS Response #3

Yes.

Access to Systems, Policies, etc.

Question Set #1

- Will you provide more details about the current IT systems, including the custom applications and their integrations?
- Does CIS have documentation available for the existing systems and architecture to assist with the assessment?
- Can you provide an overview of the current IT infrastructure, including hardware, software, and network components?
- Are there any existing IT policies, procedures, or standards that need to be considered?
- Can you provide insights into the current IT landscape, including infrastructure, applications, and governance processes? Does CSI use any cloud infrastructure services (e.g. AWS)?

CIS Response #1

CIS will provide access to details and documentation for the current IT systems, policies, and architecture as necessary, subject to security, privacy, or other requirements or protocols.

Question Set #2

- What level of access will we have to data, systems, and documentation during the assessment, and will we have remote access if needed?
- What level of access will be provided to existing data, reports, and applications to support the assessment and roadmap development?
- What access will be provided to existing documentation, systems, or data?

CIS Response #2

CIS will provide access, including remote access, to internal applications, documentation, and system details to the successful proposer as necessary, subject to security, privacy, or other requirements or protocols.

Question #3

What are the current core technologies used by CIS for application development (e.g., programming languages, frameworks, databases)?

CIS Response #3

.NET LTS (long-term support) C#, TypeScript, Blazor, MS-SQL Server in MS-Azure.

Question #4

Are there any technology stacks or platforms that CIS prefers or intends to transition to in the near future?

CIS Response #4

CIS intends to transition or consider transitioning the following in the near future:

- Port .NET Framework to .NET
- IIS to nginx
- Virtual machine to container deployment if cost benefit and maintenance improvement

Question #5

How important is backward compatibility with legacy systems when considering new technology recommendations?

CIS Response #5

Continuity of service is critical.

Question #6

Are there specific tools or platforms (e.g., cloud services, DevOps tools) that CIS expects the selected firm to use or recommend?

CIS Response #6

Yes, Azure Cloud services and DevOps.

Question #7

How tightly integrated are existing systems with third-party tools or platforms?

CIS Response #7

With some exceptions, our internal systems currently are not tightly integrated with third-party systems and platforms that we use. This lack of integration results in silos of information, requiring significant manual effort to reconcile data across platforms and maintain accuracy.

Additionally, while some platforms like SharePoint and OneDrive are used for file sharing and storage, their limitations—such as expiring links—hinder their effectiveness for long-term and reliable use, particularly for large files like claims-related videos.

Question #8

Please clarify the current IT/app development structure and technology stack?

CIS Response #8

Information about the technology stack is answered above.

Development work is provided by 3.5 CIS FTEs with additional contractors as needed. IT network and server management, and helpdesk support are provided by a third-party MSP.

Question #9

What types of data and analytics are currently being used to support decision-making within CIS?

CIS Response #9

CIS has a data analytics team which taps into our various internal and third-party systems to support staff decision-making related to the services we provide CIS customers.

Question #10

Are there any specific data sources or systems that need to be integrated into the new roadmap?

CIS Response #10

We will provide a list of existing and future systems/sources we expect to use.

We know and use APIs to connect systems.

Question #11

Are there any pre-existing IT frameworks or templates the new strategy must align with?

CIS Response #11

No.

Question #12

Could you please specify how many custom developed applications are currently in use within your IT landscape? How many custom developed applications are currently being developed?

CIS Response #12

Seven are being actively maintained.

Question #13

Could you please clarify regarding the "technology" term mentioned in this RFP: do you expect the developed IT strategy to cover also IT Infrastructure and its improvement aspects?

CIS Response #13

Yes.

Question #14

Will any external assessments (e.g., audits) be shared?

CIS Response #14

No external assessments of our IT systems have been conducted.

Manual Processes & Other Pain Points

Question Set #1

- Could you provide examples or more details about the existing manual processes or workarounds that need automation?
- Please specify CIS Oregon's current pain points or challenges?
- Are there any specific pain points or challenges that CIS is currently facing with its IT/app development function?
- Can you provide examples of current challenges or pain points in CIS IT environment and app development processes?
- Could you provide examples of some of the manual processes or workarounds that are currently being used in the I.T./Application development function?
- Are there any known limitations or pain points with the current technology stack that need immediate attention?
- Are there any known risks or challenges that must be mitigated in the strategy?

CIS Response #1

Below are some brief examples of the types of manual processes or workarounds we currently have.

- **Customer Contact Management:** Each application or system we use stores its own customer contact data. We do not have a centralized contact database. As a result, when a contact leaves a customer, we have to manually update each application or system.
- **Internal Storage and File Management:** Our current document management system, which is integrated with our claims management system, does not handle large files well, resulting in large files being stored outside of the claims system. We also do not have a secure and efficient method for sharing files with external third parties as needed.
- **Communication Processes:** We do not have a unified internal communication platform. So, departments within CIS rely on a mix of emails and ad hoc tools, creating inefficiencies in coordination and collaboration.

Question #2

Could you please clarify regarding the "Identify workarounds and manual processes that are being used and, where possible, transition to automated, scalable solutions that address root causes and improve efficiency" provision of the RFP: does this include identifying specifically the IT/app development processes?

CIS Response #2

Yes, including both IT/app development and stakeholder processes.

Question #3

Are there any specific technology constraints or limitations as it pertains to the IT/Application Development scope that we should be aware of as we develop the roadmap?

CIS Response #3

We are a Microsoft shop and will continue to use web-based .NET applications.

Question #4

Are there any specific areas where CIS Oregon is looking to automate or streamline processes that are not already?

CIS Response #4

Yes. This information will be provided to the successful proposer.

Coordination with MSP & Buildable

Question #1

Are there existing partnerships with third-party vendors that will impact the implementation?

CIS Response #1

As stated in the RFP document, we use an MSP for network, server, and workstation administration, as well as helpdesk support. We also use a third-party development firm to provide some of our app development work.

Question #2

Are there any other vendors or third-party providers involved in the current IT/app development function?

CIS Response #2

As stated in the RFP, we use a third-party development firm to provide some of our app development work.

Question #3

How will their roles and responsibilities be integrated into the new roadmap?

CIS Response #3

CIS looks to the successful proposer to recommend ways to best use their services as we implement the roadmap.

Question #4

What are the key expectations regarding coordination with your managed service provider (MSP) and third-party development firm during the engagement?

CIS Response #4

CIS expects the successful proposer to learn and understand the roles of our MSP and third-party development firm as part of the assessment and recommend ways to best use their services as

we implement the roadmap. We expect the successful proposer to interview both firms during the assessment process, if appropriate.

Question #5

Will CSI assist with its 3rd parties communication and collaboration during the IT strategy development?

CIS Response #5

Yes.

Training & Knowledge Transfer

Question #1

Are there any training or support programs in place for employees?

CIS Response #1

CIS has a training department with two dedicated staff. One of their current initiatives is to develop internal training resources on our internal and third-party systems and apps. We provide training to employees both in-person and through an online cloud-based learning management system.

Question #2

Are there specific training or knowledge transfer goals for CIS staff as part of the roadmap implementation?

CIS Response #2

Yes. Below are some of our training and knowledge transfer goals related to the strategic roadmap.

- **Training:** Establish policies requiring staff to complete training on IT systems to ensure consistent understanding and usage across the organization.
- **Policy Development:** Develop clear guidelines outlining which systems employees are required to use and how they should be used, providing a framework for consistent practices.
- **System Proficiency:** Ensure employees gain the skills and confidence needed to effectively use IT systems, minimizing reliance on workarounds and manual processes.
- **Manager Accountability:** Include managers in the training process, ensuring they understand their role in using standardized systems and ensuring their teams do the same.
- **Tailored Training Programs:** Provide targeted training for specific roles or departments to address their unique workflows and system requirements.
- **Ongoing Support:** Implement a system of continuous learning, including refreshers and support resources, to adapt to updates or changes in IT systems over time.

Question #3

Could you please clarify regarding the "identify gaps in skills, policies, processes, and technology that may hinder organizational growth": does this include specifically the IT/app development related skills, policies, processes and technology?

CIS Response #3

Yes, it encompasses everything.

Change Management

Question #1

What are CIS's expectations regarding the inclusion of governance and change management strategies within the roadmap?

CIS Response #1

Governance Framework: CIS looks to the successful proposer to make recommendations for establishing processes for ongoing evaluation and adjustment of IT policies, systems, and practices to ensure they remain aligned with organizational goals.

Change Management Strategy: CIS looks to the successful proposer to make recommendations that will help us accomplish the following:

- Develop a clear communication plan to keep stakeholders informed and engaged throughout the implementation process.
- Include strategies to address resistance to change, such as involving employees early in the process, gathering their feedback, and demonstrating the benefits of new systems and processes.
- Provide a phased implementation approach to minimize disruption and ensure smooth transitions for staff and systems.
- Incorporate metrics to measure adoption and effectiveness, with regular progress reviews to address any challenges promptly.

Question #2

How does CIS plan to manage change and ensure smooth adoption of the new IT roadmap?

CIS Response #2

In addition to the above, CIS is open to change management recommendations as part of the IT roadmap project.

Strategic Goals

Question Set #1

- What are the primary objectives CIS aims to achieve with this IT Strategic Roadmap?
- What is CIS Oregon's vision for the desired "To-be" state?
- What are the top priorities driving this project (e.g., cost reduction, digital transformation)?
- What are the primary challenges CIS Oregon faces with its current IT systems that you hope the strategic roadmap will address?

CIS Response #1

CIS' primary objectives for the IT Strategic Roadmap are to create a more efficient, integrated, and scalable IT environment that aligns with our organizational goals and supports our mission to serve members (customers) effectively. Specifically, we aim to:

- **Support Scalability:** Build an IT infrastructure that can adapt to future organizational growth and evolving member needs, ensuring sustainability over the long term.
- **Prioritize Improvements:** Deliver a clear, actionable roadmap that prioritizes immediate, medium, and long-term improvements to address the most critical issues first while planning for future enhancements.
- **Data Flow:** Maximize data transfer between systems while ensuring data integrity.
- **App/System Uptime:** Keep our existing systems running smoothly.
- **Streamline Processes:** Eliminate manual processes and workarounds by automating repetitive tasks and integrating disconnected systems to improve efficiency and accuracy.
- **Standardize Policies and Training:** Develop clear IT policies and mandatory training programs to ensure consistent system usage and maximize the effectiveness of available tools.
- **Improve Communication and Collaboration:** Implement a unified internal communication platform to enhance coordination across departments and streamline workflows.

Question Set #2

- What key performance indicators (KPIs) will be used to measure the success of the IT roadmap?
- What will be the metrics to measure the IT strategy development success? What are the acceptance criteria?
- What are the primary criteria CIS will use to evaluate the success of the delivered roadmap and recommendations?
- Are there any specific benchmarks or targets that need to be achieved?

CIS Response #2

Roadmap actions should be specific, measurable, achievable, relevant and time-bound (SMART goals) so that we can track progress in a meaningful manner.

Examples of criteria that CIS may use to evaluate success of the roadmap include:

- Clarity of the report including actions, priorities and timeframes
- Effectiveness of the recommendations
- Buy-in and support of the staff stakeholders.
- Staff satisfaction surveys
- Positive feedback from the annual survey CIS conducts of our membership (customers) which asks, among other things, about satisfaction with our various systems.

Question Set #3

- Can you provide the organizational goals the roadmap and actionable plan should align with?
- Will CSI share the current adopted organization-wide 5-year strategic plan with the Contractor?
- Could CIS provide a copy of its organization-wide 5-year strategic plan?

CIS Response #3

The organization-wide strategic plan will be shared with the successful proposer, as appropriate.

Question #4

Are there specific growth scenarios (e.g., new services, increased membership) that should be considered when designing the roadmap?

CIS Response #4

CIS' business is stable and mature. Programs and services are expected to be consistent through the five-year plan period.

Question #5

What measures will CIS take to ensure the roadmap recommendations are actionable and aligned with its strategic goals?

CIS Response #5

A team of representative staff has been assembled to support the development of the IT Roadmap. The group includes our executive director, other executives and staff from various departments and functional areas.

Question #6

Please clarify if there are any next-generation digital solutions in the pipeline?

CIS Response #6

While we are currently investigating future development strategies, none are currently customer-facing.

Question #7

Are there existing IT initiatives or partial strategies that need integration? Should the delivered

CIS Response #7

CIS will provide details of ongoing and future initiatives to the successful proposer.

Question #8

Could you elaborate on which aspects of application development are most critical for CIS Oregon (e.g., new development, maintenance of existing applications, specific technologies, etc.)?

CIS Response #8

In addition to the responses to questions above, other aspects that CIS considers to be most critical include, ongoing maintenance of our existing applications along with interoperability between those systems.

Question #9

How do you envision the balance between internal application development and the use of third-party development firms in the future?

CIS Response #9

We are looking at using more third-party solutions in order to have more time for internal development.

Question #10

Could you provide more detail on the specific areas of IT infrastructure and applications that should be included in the assessment?

CIS Response #10

All areas of IT infrastructure and applications should be included in the assessment.

Cybersecurity

Question #1

What are the current cybersecurity measures in place?

CIS Response #1

Specific cybersecurity measures will be shared with the successful proposer, as appropriate. CIS has an employee dedicated to monitoring cybersecurity developments and implementing safeguards. Our MSP provides additional cybersecurity measures as part of their services.

Question #2

Are there any recent or ongoing cybersecurity initiatives that should be aligned with the IT roadmap?

CIS Response #2

Our ongoing cybersecurity focus is reducing vulnerabilities to zero. We view this focus as an integral part of the roadmap we intend to develop.

Question #3

Should the new IT strategy to cover IT security aspects?

CIS Response #3

The successful proposer's assessment of our IT systems and practices should include a review of our current security policies.

Compliance Considerations

Question Set #1

- Are there specific regulatory or compliance requirements the developed IT strategy should comply (e.g., GDPR, ISO standards)?
- Are there any particular compliance standards or security protocols that must be adhered to beyond those mentioned in the RFP?

CIS Response #1

CIS' applications and systems are not subject to regulatory requirements under GDPR or ISO. However, data maintained in our benefits enrollment system is considered protected health information under HIPAA. We also permit the use of credit cards for financial payments. Therefore, the payment system we use is subject to PCI compliance. PCI, HIPAA, SOC

Question #2

Will the IT strategy need to address specific compliance gaps?

CIS Response #2

CIS believes we are currently in compliance with all regulatory requirements.