

Answers to Questions Submitted to RFP No. 2022-Cyber-03

No.	Question	Answer
1	In items 2 & 3 "Certification" of the scope of services table, please clarify what specific certifications standard are sought and which specific correspondence courses are planned?	Respondents should indicate which cybersecurity certifications their range solution can help users acquire. These certifications could be industry recognized or custom to the range itself. Respondents can also indicate what the requirements, such as specific courses, scenarios, or labs, are for achieving these certifications utilizing the range. To the extent the Respondent has alternative certification options or considerations, please provide that information in the proposals.
2	In items 2 & 3 "Certification" of the scope of services table, please clarify what "custom standards" for certification mean, and how do you expect the Range to support such custom standards?	Custom standards refers to standards that the CCE develops. Respondents should indicate whether CCEs can utilize the range to support their own certifications. To the extent the Respondent has alternative certification options or considerations, please provide that information in the proposals.
3	In item 5, "Network scenarios, malware, tools, and network configurations," please elaborate what customization ("Tailored") is required from the Range.	Respondents should indicate whether they have the ability to provide customized network scenarios, malware tools, and network configurations and if there is an additional charge to customize these elements. It is possible that each CCE may want to define their specific customization requirements. If the respondent does not have this customization capability, please state in your response. To the extent the Respondent has alternative customization options or considerations, please provide that information in the proposals.
4	In item 7, "Competitions" - does the Commonwealth expect the bidder to quote also the services required to run the competitions, or does the	Respondents should indicate if competitions can be held on their range solution and if there are pre-built competitions available or if they

	<p>requirement only pertain to the range functionality enabling such competitions? If services of running and orchestrating the competitions are part of the RFP, please provide details of how many competitions per year, how long would such competition last, how many competitors will participate, etc.</p>	<p>are customized. Respondents are requested to also provide a cost structure or rates for this service. If the range has this functionality, each CCE will determine the specifics of each competition if they elect to host a competition. This should be included in the cost proposal as an optional add-on service. To the extent the Respondent has alternative options or considerations around competitions, please provide that information in the proposals.</p>
5	<p>In item 8, "Business Assessments" - does the commonwealth expect the bidder to quote also the services required to run the business assessments, or does the requirement only pertains to the range functionality enabling such assessments? If services of running and orchestrating the assessments are part of the RFP, please provide details of how many assessments per year, how long would such assessment last, what would it entail, etc.</p>	<p>Respondents should indicate whether their solution has the functionality to help users run business assessments. If the range has this functionality each CCE will determine if they elect to offer this service and the specifics of the business assessments. This should be included in the cost proposal as an optional add-on service. To the extent the Respondent has alternative options or considerations around business assessments, please provide that information in the proposals.</p>
6	<p>In item 9 "Business Development" - does the Commonwealth expect the bidder to quote also the services required to run Business Development activities, or does the requirement only pertains to the range functionality enabling such Business Development activities? If services of running and orchestrating the Business Development are part of the RFP, please provide details of how many Business Development activities per year, how long would such Business Development activity last, what would it entail, etc.</p>	<p>This requirement pertains to the range's functionality to enable business development activities. Respondents should indicate if entrepreneurs can use their range services to test their products. This should be included in the cost proposal as an optional add-on service with the estimated rate to access this service. To the extent the Respondent has alternative options or considerations around business development, please provide that information in the proposals.</p>
7	<p>In table 2.2 you define the scope of services. Please specify for each</p>	<p>Each Range CCE will determine how many individuals and organizations</p>

	line/topics how many individuals and organizations will use this service annually. We'd appreciate understanding these quantities in order to define the size of the range/licenses	will use the services annually. MassTech is seeking pricing proposals that provide information on various tiers of users and/or organizations due to the early stage of establishing the Range CCEs. It is anticipated that initially the number may be on the lower end as the Range CCE ramp up and the service offerings are marketed.
8	In table 2.2 you define the scope of services. Please specify for each line/topics how many hours of training on labs and scenarios for each individual are required. An Experiential event can take between 2-3 hours every month to 5 hours every year, per potential user. And so on. It would be very helpful if we could understand your expectations for the usage of the Range/labs per line/service, per trainee on an annual basis to determine the Range capacity required.	There is no required amount of hours of training for each lab and scenarios per individual. Respondents should provide a cost structure for labs and scenarios based on tiers of users and the number of Range CCEs. We ask for estimates for 2-4 and 5-6 Range CCEs. To the extent proposals from RFR No. 2022-Cyber-02 lead to additional specifications regarding the needs of the CCEs that would impact the Respondent's proposal, MassTech may provide respondents that additional information and allow them to amend their proposals.
9	With respect to "Scenarios are prebuilt content designed to simulate both offensive and defensive enterprise security operations for information technology and operational technology using industry recognized tools and infrastructure " - Which industry tools are mandatory? Is SIEM mandatory? Is FW mandatory? Is WAF mandatory? Is EDR mandatory?	There is no mandatory list of industry tools. SIEM, FW, WAF, and EDR are examples of tools that are industry recognized. Responses should include those aspects currently available on your range platform. If additional tools may be added, please identify this option and estimated costs.
10	With respect to "industry recognized tools," do you need the Range to enable training on Azure and AWS cloud based networks that include licensed tools?	This is not a requirement, but respondents should indicate whether their range solution can enable training on Azure and AWS cloud based networks.
11	Please provide details on how many support hours are required annually to meet the requirement "Provides support for faculty and/or instructors to use the scenarios and labs. This may include faculty/instructor guides or other	Respondents should indicate whether or not they have the capability of supporting faculty and/or instructors using the scenarios and labs. The number of hours will depend on the requirements of each CCE.

	documentation for each scenario or lab which should include learning objectives, study questions, and sample quizzes."	Responses should include a cost structure associated with this option that provides information on scalability as required due to growth of the CCEs. To the extent proposals from RFR No. 2022-Cyber-02 lead to additional specifications regarding the needs of the CCEs that would impact the Respondent's proposal, MassTech may provide respondents that additional information and allow them to amend their proposals.
12	With respect to "Capability to have concurrent range scenarios and/or labs running at any given time at one facility or across multiple facilities" - how many concurrent sessions are required? This will help to determine the license capacity.	Respondents should indicate whether or not their scenarios or labs can be run at any given time at one facility or across multiple facilities. The number of concurrent sessions will depend on the requirements of each CCE and the number of responses to RFR No. 2022-Cyber-02. We ask for estimates for 2-4 and 5-6 facilities. If there is a capacity limitation for your services, please note this limitation in your response. To the extent proposals from RFR No. 2022-Cyber-02 lead to additional specifications regarding the needs of the CCEs that would impact the Respondent's proposal, MassTech may provide respondents that additional information and allow them to amend their proposals.
13	What type of integration is required with LMS, and which LMS are considered?	Respondents should indicate what types of LMS' their solution can integrate with. Specific LMS integrations will depend on the requirements of each CCE.
14	With respect to "Capability to develop custom content" - what customization is required? Are tools for Customizing both the simulated Networks and the Attack vectors themselves required?	Respondent should indicate whether their range solution has the capability to develop custom content, the ability for faculty/instructors to tailor content to meet the needs of curriculum development, and the ability to collaborate with selected faculty/instructors to build new content. Respondents may indicate whether they can provide tools for

		customizing simulated networks and attack vectors. If there are additional costs associated with this capability, please include a cost structure associated with this option in your response.
15	With respect to "Capability to develop custom content." - do the Customization tools need to enable building new attack vectors and adjusting current attack vectors?	Respondents can indicate whether their solution's customization tools can enable building new attack vectors and adjusting current attack vectors. If there are additional costs associated with this capability, please include a cost structure associated with this option in your response.
16	With respect to "Capability to develop custom content" - does the customization tool need to enable to integration of new 3rd party cyber tools into the customized network?	Respondents should indicate whether it has a customization tool that can integrate third party cyber tools into the customized network. If there are additional costs associated with this capability, please include a cost structure associated with this option in your response.
17	What is the required size of the simulated network the Range can support in its customized version? Should it be 50 nodes? 100 nodes? 200 nodes? 500 nodes?	There is no required size of the network or number of nodes the range should support in a customized version. Respondents should indicate the range of sizes it can support and price implications as applicable. To the extent proposals from RFR No. 2022-Cyber-02 lead to additional specifications regarding the needs of the CCEs that would impact the Respondent's proposal, MassTech may provide respondents that additional information and allow them to amend their proposals.
18	In paragraph 3.1 Pricing – you mention that the bidder should provide a price per facility. Is a facility equal to 1 Range environment? How does that correlate to the SaaS labs usage for example? How many licenses should we take into consideration for the SaaS labs (in addition to the facility)?	Yes, a facility equals one range environment. Respondents should provide their own pricing structure for SaaS labs based on number of facilities accessing the labs or any other metric the respondent bases their fees. To the extent proposals from RFR No. 2022-Cyber-02 lead to additional

		specifications regarding the needs of the CCEs that would impact the Respondent's proposal, MassTech may provide respondents that additional information and allow them to amend their proposals.
19	In para 3.1 you ask for pricing for 12-18 months per facility. Does that mean that the entire contract term would be 12 months or 18 months? Or a longer term?	The interim contract for the Cyber Range license is expected be for 12-18 months and will be between MassTech and the Cyber Range Vendor. The specific term will be determined by MassTech and is dependent on responses. After this period, the contract may be assigned by MassTech to the new non-profit entity that will lead the Consortium after its establishment, or a new contract may be negotiated.
20	Can Respondent submit as part of its response to the RFP, Respondent's terms of use in its SAAS platform which is offered under the RFP? The terms of use create the licensing framework for using the Respondent's SAAS and can be attached as an appendix to the Services agreement.	Yes, respondents may submit the terms of use of its SAAS platform.
21	Is there a specific format for providing comments to Services Agreement? Is a redline required or rather an explanation of the comment?	There is no specific format for comments to the Services Agreement. Redlines and/or explanations of the comment are acceptable.
22	Can Massachusetts Technology Collaborative please confirm that a vendor can provide a response to both Request for Responses (RFR) number RFP No. 2022-Cyber-02 and RFP No. 2022-Cyber-03?	Yes, vendors may provide a response to both the RFP and the RFR.
23	Are all government agencies in Massachusetts mandated to use the Cyber Centers of Excellence? If not, are any state agencies mandated to use the cyber centers of excellence?	No, state or local government agencies may choose to utilize the services offered at CCEs but they are not required to do so.
24	Can Massachusetts Technology Collaborative please confirm that offerors are able to identify any specific	Yes, respondents must provide proposed exceptions to the draft Services Agreement as part of their

	requested exceptions to the terms and conditions in the draft Services Agreement and negotiate them at the time of award if the offeror is the successful offeror?	response and negotiate them as part of discussions with the MassTech if chosen as the successful bidder. Failure to specify exceptions waives respondents' rights to negotiate terms.
25	Can Massachusetts Technology Collaborative please consider clarifying if an offeror is able to have an offeror's Confidential Information, included as part of an offeror's proposal, treated as Confidential if it is identified as such in the proposal in accordance with RFP Section 3.1(c) despite not requesting and receiving a written determination from Mass Tech Collaborative's General Counsel?	No, such information would not be deemed confidential by MassTech. All submissions must comply with the requirements of Section 3.1(c) if respondent wishes to claim an exemption to the Public Records Law.
26	Can Massachusetts Technology Collaborative please consider clarifying what is meant in RFP Section 3.1(a) when it states that "Respondents must indicate whether they are willing to enter into an agreement to provide range services that is assignable to another entity"? Is that intended to be a potential assignment clause to provide Massachusetts Technology Collaborative with the ability to assign a resultant contract to another entity?	See question 19 response. The interim contract for the Cyber Range license will be for 12-18 months and will be between MassTech and the Cyber Range Vendor. After this period the contract may be assigned by MassTech to the new non-profit Consortium entity after its establishment, or a new contract may be negotiated, as determined by MassTech.
27	Will the cyber range be initially used for the school and then over time be used from the school to other government and commercial organizations? OR will the cyber range be used exclusively by the school?	Each CCE (which may be an academic institution, but may be another entity such as a workforce development center) will determine the customers that use its cyber range services.
28	Is there any benefit for organizations to apply to this proposal if they also intend to submit a response to the "Request for Responses for Entities Interested in Establishing Cybersecurity Centers of Excellence" RFR?	Respondents may respond to RFR No. 2022-Cyber-02 if they are interested in establishing a Cyber Center of Excellence in Massachusetts. Entities are not required to respond to that procurement to be eligible to apply to RFR No. 2022-Cyber-03.
29	How many organizations will be using the range?	This depends on number of responses to RFR No. 2022-Cyber-02. We ask for estimates for 2-4 and

		5-6 facilities. Each CCE will determine the number of users of their facility. To the extent proposals from RFR No. 2022-Cyber-02 lead to additional specifications regarding the needs of the CCEs that would impact the Respondent's proposal, MassTech may provide respondents that additional information and allow them to amend their proposals.
30	What is the duration of time or how often ranges will be utilized?	This will depend on specific requirements of each Range CCE and the number of responses to RFR No. 2022-Cyber-02. We are looking for flexibility on duration of time or frequency of use but cost estimates can be structured for low or high density usage. Respondents for this RFP should provide estimates for 2-4 and 5-6 facilities. To the extent proposals from RFR No. 2022-Cyber-02 lead to additional specifications regarding the needs of the CCEs that would impact the Respondent's proposal, MassTech may provide respondents that additional information and allow them to amend their proposals.
31	Do you have a list of potential customer targets of cyber range?	Each Range CCE facility will be required to recruit their customers. Anticipated range users will be based on the Massachusetts Cybersecurity Consortium imperatives and may include academic, military, municipal, and small business users. To the extent possible, please include potential customer user types in your response. Also, please identify your ability to customize the range based on different customer sets and any additional costs which may be associated with this customization.
32	Can the range be on premise or not located in Massachusetts?	Cloud based is preferred though on-premises solutions may be submitted for consideration, along with its exact

		location. CCEs will have a physical location in Massachusetts.
33	What will be the requirements for the range to provide academic credit at high schools or colleges?	Respondents should state whether their range solution has the capability to provide academic credit for high schools or colleges through your academic accreditation or if the range academic credit would need to be covered by the CCE's academic accreditation.
34	What will be the business development function of the cyber ranges?	In support of the business development/entrepreneurship imperative, CCEs may enable entrepreneurs to use the range at their facility for business development purposes. Each CCE will determine how to deploy the capabilities of the range solution for this purpose. To the extent the Respondent has alternative options or considerations around business development, please provide that information in the proposals.
35	What is a capability for faculty to develop new content?	Responses should indicate whether professors can work to develop new scenarios or labs to support their own needs in the classroom. Professors may be interested in developing new scenarios and responses should define the extent it is possible to customize the range scenarios and labs. Also, respondents should include the associated cost structure to develop custom content.
36	Do you need to be a Massachusetts based company or have a presence in Massachusetts to bid on the RFP?	There is no requirement for respondents to be located in Massachusetts. Respondents must only be able to provide their services to facilities in Massachusetts.
37	What is the funding level? Is this a state funded program or funded through the capture of range customers?	This contract will be funded by the state for a limited period of time to allow CCEs to be able to get up and running. When the non-profit is established they will assess what funding is needed to support the CCEs which may include state,

		federal, private, foundations, and customer based fees. CCEs will be responsible for recruiting their customers.
38	Are RFP No. 2022-Cyber-03 and RFR No. 2022-Cyber-02 distinct programs?	RFR No. 2022-Cyber-02 seeks interest from facilities in becoming a CCE and is separate from this RFP. Facilities responding to RFR No. 2022-Cyber-02 will be the user of services from the range vendor selected as part of RFR No. 2022-Cyber-03.
39	Will there be a requirement for trainers?	Respondent can include what requirements there are for trainers for each facility and associated training programs available as part of this proposal. Please identify any associated costs to support trainers.
40	Do respondents need to be on a state contract to bid or can you engage directly with the vendor?	Respondents do not need to be on a current specific state contract or in Commbuys to bid. MassTech will engage directly with the vendor.
41	If a company has CMMC solutions available, that would be a potential add on? What would that look like for customers?	Respondents are encouraged to note in their response how, if at all, their range solution may be utilized to help organizations achieve CMMC compliance. Additionally, proposals should indicate the cost as compared to traditional academic uses. Ranges would not be expected to be the provider of CMMC certifications.
42	Any there specific APIs to integrate, especially around Learning Management Systems?	Specific APIs to integrate will depend on each facility. Respondents should note in their response if there are requirements around APIs or if any specific ones are not supported.
43	Is there a preferred response form?	Responses should conform to the requirements set forth in the RFP.
44	What do cyber awareness trainings look like?	Small businesses could send their employees to a Range CCE to receive cyber awareness training. Respondents should include in their response what capabilities, including scenarios or labs, the range has for cyber awareness training. To the extent the Respondent has alternative

		options or considerations around cyber awareness trainings, please provide that information in the proposals.
45	Any flexibility with May submission date? What about the September 1 date?	There is no flexibility with May 6 response date. The September 1 go-live date is subject to change depending on the establishment of the consortium and onboarding of CCEs.
46	What does it mean to outline application levels on top of the basic LMS?	Respondents should indicate if their range solution is built on multiple application levels or if their solution is fully built and there are no levels required to be layered on.
47	Will the number of facilities be provided based on information from the RFR?	The closing deadline for the RFR is after the closing date of the RFP so we will not be able to provide an exact number of facilities. Respondents should provide estimates for 2-4 and 5-6 facilities as those are the estimated number of facilities.
48	Can we provide a demo during the solicitation process?	Yes. After the RFP closes MassTech will begin discussions with chosen respondents; should you be selected for such discussions we would be interested in seeing a demo. Respondents can include the option to provide a demo along with any other samples in their bid response.
49	Will CCEs have physical locations in the state?	Yes, CCEs will have physical locations in Massachusetts.
50	CCEs will be colleges or universities?	Yes, we anticipate many CCEs will be located at colleges or universities, though there may be facilities in other locations, such as regional workforce centers.
51	Can CCEs bid on this RFP?	See answer to question No. 22.
52	Section 2.2 (Scope of Services) talks about Certification and Academic Credit as a requirement. Who is responsible for those requirements - the CCEs? And how does the Range Provider figure in those responsibilities?	Yes, CCEs will be responsible for the certification and academic credit requirements for their programs. The range provider will be responsible for providing the CCEs with information on range activities in sufficient detail so that the CCEs can integrate range activities into their curricula. If the

		respondent has scenarios or services which possess academic accreditation from other sources, this information should be included in the proposal.
53	What are the physical locations where the cyber ranges will be located?	The Cyber Ranges will be located at Range CCEs across Massachusetts. At this time, MassTech does not have specific locations. Respondents to RFR 2022-Cyber-02 may become the facilities where the CCEs are located.
54	Will there be a transcript of the questions for recording of the Bidders Q&A Session for RFP No. 2022-Cyber-03?	The recording of this session has been posted on the procurement webpage. Written answers to the questions from this session are provided in Questions No. 29-51 of this document.
55	What is the scheduled award date?	There is no scheduled award date. It is expected that the award will be made before fall 2022 so that facilities can begin operating for the fall 2022 semester. The timing of the operationalization of Range CCE facilities is subject to change.
56	Can you clarify the difference between “interim agreement” and the “agreement”, if any?	The initial contract for the Cyber Range license will be between MassTech and the Cyber Range Vendor; this is the interim agreement. The interim agreement may be assigned by MassTech to the new Massachusetts Cybersecurity Consortium non-profit organization after its establishment. The Agreement as specified in the RFP is the MassTech standard services agreement; respondents must provide any exceptions to the Agreement in their proposal.
57	Is the budget public knowledge or sharable?	MassTech has not established a formal budget for this project.
58	Please define criteria for Certification and Academic credit?	Respondents are encouraged to identify the industry certifications that their Cyber Range solution can help users achieve. Respondents are also encouraged to include in their response how their Cyber Range

		solution can be utilized for academic credit. If the range has scenarios or services which possess academic accreditation from other sources, this information should be included in the proposal.
59	Can you provide the percentage of scenarios i.e. (beginner, intermediate, expert) in prepackaged content?	There is no defined percentage. Respondents are encouraged to identify the level of difficulty for their prepackaged scenarios.
60	Does the range require “live fire” exercise capability?	Respondents are encouraged to state whether their range can support live fire exercises and any associated pricing with this capability.
61	Is the licensing of tools to be used in the Range vendor supplied or MassTech will provide?	Respondents should identify in their response what tools they would supply and which would need to be supplied by CCEs or MassTech.
62	To what extent is the participation by the military expected in Range training?	CCEs will determine the types of customers expected to use the range at their facility, which could include military.
63	What are number of expected number of users to start as of September 2, 20, 50,100?	The number of facilities utilizing the Range license is not yet known. The responses to RFR No. 2022-Cyber-02 may provide some additional information on expected numbers. Each CCE will determine the number of individual users of the range at its facility.
64	What is the average estimated size of the cohort? (concurrent versus vs total users)	This information in not yet known. Each CCE will determine the total number of users, including how many will be concurrent, at their facility.
65	Are there a maximum number of licenses per CCE?	It is anticipated that there will be one Cyber Range license that will be utilized by multiple CCEs in the Consortium. There is no maximum number of CCEs using the Range license but our estimate is that there will be somewhere between 2-6 facilities for this RFP. If there is a different framework for the use of a license, it should be fully described in the RFP response.

66	What is the number of total licenses required over the term of the Agreement?	We anticipate that there will be a single license, shared by 2-6 facilities. If there is a different framework for the use of a license/licenses, it should be fully described in the RFP response.
67	Is there a way for us to protect our reference contact details from being exposed and our preferred MassTech pricing from being publicly released as part of this process?	MassTech will not publicly release any proposals we receive or the information contained therein, such as pricing and reference contact details, however each proposal is a public record and therefore subject to disclosure if requested. Also, the payments made to the selected vendor will be accessible to the public through the state's transparency website.