October 5, 2023

RFQ#2324-02 On-Call SCADA Integration Services
Addendum No. 1 – Questions & Answers

1. **Question**: If the City selects and awards multiple consultants a contract who have similar capabilities and qualifications, how does the City intend to select and award individual projects to firms? Will the City request multiple firms to provide proposals for the same project or will only one firm be requested to provide a proposal at a time? If the latter, will price be the determining factor in awarding that project?

    Answer: The City may elect to issue request for quotes or proposals to all firms on the on-call list, some, or only one for individual projects. Fee would not be the only factor considered; other factors such as scheduling, personnel qualifications, and other factors would be considered in the City's decision to create a purchase order for the project.

2. **Question:** Does the City of Fullerton (City) have the ability to provide remote access for the selected vendor(s) for appropriate troubleshooting or support? Assuming this is available will the City approve this type of support? Our experience has shown it leads to quicker resolution in certain scenarios.

    Answer: The City's current integrator has remote access via their own jumpbox, so a new vendor could have remote access via similar means. Any new vendors can suggest their own means for remote access, which will need to be reviewed by the City's IT department.

3. Question: How many Programmable Logic Controllers (PLCs) are included within the City of Fullerton system?

    Answer: The City has 20 Programmable Logic Controllers.

4. Question: Does the City of Fullerton have any OIT's as part of City of Fullerton system? If so what kind and how many?

    Answer: The City does not have any OITs. The City will have an HMI controller and screen at one of its water treatment plants at the end of this year.

5. Question: Is there any remote access to the city's SCADA system for maintenance and support?

    Answer: See the answer to Question 2.

6. Question: Please quantify the number of physical servers the City of Fullerton's SCADA system is comprised of.

    Answer: The City has three existing physical servers.

7. **Question:** What does the City of Fullerton's SCADA telemetry system consist of?

    Answer: The City has 22 water sites, which includes its Water Production office. The sites largely communicate via radio.

8. **Question:** Will the City of Fullerton IT play a large role in the management of OT systems and/or network? Or will the City of Fullerton's Public Works Water Production rely on the integrator to manage, administer, and maintain the OT systems and network?

    Answer: The City of Fullerton's Public Works Water Production intends to rely upon the integrator to manage, administer, and maintain the OT systems and network. However, the new integrator(s) shall coordinate with the City's IT department to maintain network segregation and ensure compliance with cybersecurity best practices/polices.

9. **Question**: Does the City of Fullerton have the latest copies of the following: network diagrams, credentials, asset inventories, PLC programs, AVEVA backups, radio backups/encryption keys, site/RTU drawings etc.? Additionally, if under the possession of the current or soon-to-be-past integrator, will they relinquish and return to the City of Fullerton?

    Answer: Yes, the City has received the latest copies of the network diagrams, credentials, asset inventories, PLCs programs, AVEVA backups, and radio backups/encryption keys from its current integrator. The City has control drawings from its 2008 SCADA upgrades and other CIP projects.

10. **Question:** Is there any proprietary OT/ICS hardware or software being utilized in the City of Fullerton that has not been disclosed?

    Answer: The City is utilizing radios managed by a proprietary management system at several of its sites. However, City staff does not use this management system. The City also has a historian server that hosts ONSITE software; however, the City does not currently use this server. Otherwise, the City does not have any other proprietary OT/ICS hardware or software.

11. **Question:** What is the City's projected timeline in replacing any aging/obsolete equipment?

    Answer: The City is projected to upgrade its Wonderware software in the next year, which may also require upgrading its servers and workstations.