Addendum #1

Questions and Answers in reply to walkthroughs/submitted questions

Q: Provide better detail and clarification on the RFP Attachment A, section 1.14 Key Business Partnerships.
A: List any external/support vendors that you currently utilize or would recommend providing IT services/support to the Port of Astoria. Please provide information on your relationship with additional vendor(s), area of expertise/service, and what benefit(s) they may bring to IT management.

Q: What are current IT challenges the Port has been facing?
A: Proactively addressing issues that arise. Cyber security enhancements are a priority right now but are currently being addressed. Cameras have been a big problem, and the Port is expecting to have over 100 cameras to manage. The Port has been left to deal with cameras on our own but would like our IT provider to either maintain the cameras or work with a subcontractor directly. Operations continuity is also a concern. The Port should be able to remain functional, even if we have a local internet outage.

Q: Is there specific compliance that the Port has to adhere to?
A: Nothing currently, but future grant funding may depend on certain frameworks to be in place.

Q: Clarify about the Port Security Grant Program.
A: The Port has applied for funding through the PSGP on an annual basis and is currently working through projects based on a 2023-24 award while also applying for a grant for the 2024-25 fiscal year. Current projects are a generator at the Pier 1 Building, a new security booth, additional cameras, and cyber security enhancements. A big component lately is cybersecurity and is almost guaranteed to be funded at 75% of costs. We need to know what our vulnerabilities are and what solutions might be available in order to build that into the grant application.

Q: Are there major cybersecurity concerns?
A: Generally, the biggest concern is getting hacked and shut down. There are a lot of stories of this happening to other Ports. Being proactive with training is important, as well as conducting tabletop exercises for disaster recovery. The Port needs to be as bullet-proof as possible.

Q: Have there been any incidences of cyber breaches?
A: There are a lot of phishing attempts that get through, and the Port did have one incident where an employee at the Boatyard had his email hacked and messages were sent to his address book. There have been a lot of close calls, and at least one incident where a check was cut based on a fraudulent request but caught before the money was sent.

Q: What would we define as the "crown jewels" of the Port?
A: Pier 2, which houses several seafood processing facilities, is the lifeblood of the Port and an important community asset. Cruise ships and cargo operations are also a key business component. The Airport, Boatyard, and Marina are important for both the Port and for the community.

Q: What does cyber security look like today through iFocus?
A: Everything is through Microsoft. They are currently working on implementing upgrades (see Attachment A).

Q: Would the Port be interested in a centralized provider for other services, like phones, copiers, etc.?
A: Yes, we would be open to recommendations, although this is not currently a part of the RFP scope so may need to be considered after a contract has been awarded.

Q: What process does the Port follow if a camera is down?
A: It depends. If a bank of cameras is down, then we typically would call for support. If it is just one or two, then we have our guys go down to try and reset them, starting at the server room.

Q: Are security feeds accessible through mobile devices?
A: Yes.

Q: Is the Port interested in badged access control?
A: Yes, we would be open to suggestions. It would be useful at the Piers and at the main administrative office.

Q: Has the Port had security audits?
A: Yes, we had an audit from Deep Forest Security in November of 2022 (see Attachment B).

Q: Does the Port have cyber insurance?
A: We have a small policy built into our general liability insurance package.

Q: Does the P1 Building have fiber internet?
A: Yes.

Q: Do we have a map of camera locations and information on how each camera is connected?
A: See attachment G. We only have a listing, not a map.

Q: Do we have a map of Port IT equipment and/or access points, etc.?
A: This has been requested; will send if we are able to find something suitable.