UNIVERSITY OF MARYLAND GLOBAL CAMPUS

DATE: November 3, 2026

TO: All Prospective Proposers

FROM: Alicia Klein, Procurement Officer

RE: RFP 92340 – Managed Security Operations Center (SOC) Services
Addendum #1 - 11/3/2026

This Addendum #1 is being issued to amend and clarify certain information contained in the above referenced Request for Proposals (RFP). All information contained herein is binding on all Offerors who respond to this RFP. Specific parts of the RFP have been amended. The following changes/additions are listed below. **Receipt of this addendum is to be acknowledged by completing the "Acknowledgement of Receipt of Addenda Form" and including it in the Technical Proposal.**

1. **Revision to Key Personnel Requirements**

DELETE:

"The Contract requires one (1) designated Key Personnel position: Service Operations Manager. The proposed Service Operations Manager may be based within the United States or at a nearshore location. Nearshore means a location outside the United States that is located within the Western Hemisphere and operates in a time zone that substantially overlaps with U.S. Eastern Time business hours."

REPLACE WITH:

"The Contract requires one (1) designated Key Personnel position: Service Operations Manager. The proposed Service Operations Manager must be physically located within the United States throughout the Contract term. The Service Operations Manager's primary working hours shall substantially align with U.S. Eastern Time business hours and shall include availability during those hours for operational oversight, customer communications, and escalation management."

2. **Revision to Appendices C, D, and S**

Revised Appendices C, D, and S are attached (as separate files) to this Addendum and added to eMaryland Marketplace and Bid Locker. These appendices have been revised

solely to correct an administrative error in the document footer, which incorrectly referenced a different RFP. No substantive changes have been made to the content of these appendices. The revised versions of Appendices C, D, and S supersede and replace the previously issued versions in their entirety.

3. **Revision to UMGC Contractor Standards (Attachment A)**

DELETE:

Section 3, "Artificial Intelligence ("AI") Preferred Standards," including Subsections 3.1 through 3.3.

REPLACE WITH:

Section 3., "Artificial Intelligence ("AI") Preferred Standards". UMGC prefers solutions that utilize AI in a responsible, transparent, and secure manner to support cybersecurity operations.

4. **Revision to MTTD and MTTR Definitions (Attachment B)**

DELETE:

"For purposes of this section "Mean Time to Detect (MTTD)" means the time elapsed between the occurrence of a security event and its detection by the SOC.; "Mean Time to Respond (MTTR)" means time required to initiate response and containment activities following the identification of a security incident."

REPLACE WITH:

"Definitions:

"Mean Time to Detect (MTTD)" will be measured from the time the security event is recorded and available within the SIEM/SOC monitoring platform, rather than the time the event originally occurred. This approach recognizes that delays may exist between the occurrence of an event and its ingestion into the monitoring platform. The Contractor's detection responsibilities begin once the event is available for analysis within the SIEM/SOC platform.

"Mean Time to Respond (MTTR)" measures the initiation of response and containment activities following the detection of a security incident. MTTR does not measure the time required to fully remediate, resolve, or close an incident."

5. **Revision to Service Levels and Performance Metrics (Attachment B)**

The references to "≤ 90%" set forth in the table in Section 3, "Operational Performance Metrics" in Attachment B are typographical errors. The intended performance target for

MTTD and MTTR is “ ≥ 90%” of applicable incidents meeting the specified response times. See revised table below. The revised table below supersedes and replaces the previously issued version in its entirety.

Metric	Target	Definition
Mean Time to Detect (MTTD)	≥ 90%	Percentage of security incidents detected within the MTTD response per severity level
Mean Time to Respond (MTTR)	≥ 90%	Percentage of security incidents detected within the MTTR response time per severity level
False Positive Rate	< 10%	Percentage of alerts investigated and determined not to represent a legitimate security threat or incident.
Reporting Timeliness	100%	Percentage of required operational, incident, management, and executive reports within agreed-upon reporting timeframes.
Incident Escalation	100%	Percentage of Severity Critical and Severity High incidents escalated to designated UMGC personnel in accordance with established escalation procedures and notification requirements

End of Addendum 1 dated 11/3/2026