



Request for Proposals

Managed Security Service Provider

PROPOSALS WILL BE RECEIVED UNTIL

12:00 Noon, Friday, July 28, 2017

in

**Purchasing Department, City Hall Building
101 North Main Street, Suite 324 Winston-Salem, NC 27101**

ADVERTISEMENT FOR PROPOSALS

Managed Security Service Provider

City of Winston-Salem

Pursuant to N.C.G.S. 143-129.8, sealed proposals endorsed **Managed Security Service Provider** to be furnished to the City of Winston-Salem will be received by the City/County Purchasing Department in Suite 324, City Hall Building, 101 North Main Street, Winston-Salem, NC **until 12:00 Noon, Friday, July 28, 2017**. Instructions for submitting proposals and complete specifications may be obtained during regular office hours at the same location, or by contacting Jerry Bates via email jerryjb@cityofws.org or phone 336-747-6939. The City reserves the right to reject any or all proposals.

Jerry Bates
Purchasing Director

Receiving the complete RFP document specifications may be obtained **by contacting Jerry Bates via email jerryb@cityofws.org (Email is preferred)**, phone 336-747-6939 or during regular office hours at the City/County Purchasing Department in Suite 324, City Hall Building, 101 North Main Street, Winston-Salem, NC.

Overview

The City of Winston-Salem, NC (City) is accepting responses to this Request for Proposal (RFP) from qualified vendors to provide consolidated and comprehensive information technology infrastructure managed security support services. Services and pricing are for an initial 1 year term *with 2 optional 1 year term renewals*.

Objective

It is the City's intent to select a Managed Security Service provider (MSSP) that can demonstrate solid experience in delivering information security solutions that improve network cyber security, strengthen governance, and support regulatory compliance. These solutions should include proactive security services, environmental assessments, employee and customer security education and awareness, and comprehensive risk management reporting.

- Perform regular wireless network security assessments.
- Implement vendor provided security monitoring services.
- Implement security best practices, policy review and creation via assessments and penetration testing and/or any other methods, and standards to maintain any compliance regulations.
- Eliminate security vulnerabilities.
- Implement real time data analysis and alerting.
- Must provide security planning to include the review of current City security plans ie Incidence Response Plan.
- Perform regular security assessments and auditing.

Vendor Requirements

- Maintain all city collected data in a secure environment to be released by approved city staff.
- Correlate data/logs from the following systems identified in Appendix A.
- Using the vendor's proposed Security Information and Event Management (SIEM) solution provide reporting of all security events for infrastructure devices to also include user logins and password updates.
- Must be able to manage SSL certificates on the platforms listed in Appendix A.
- Log collection, management, analysis must be automated. Provide detailed automation processes.
- Vendor solution must scale as the City's infrastructure grows.
- The Vendor's correlation engine must provide, and keep updated, correlation rules out of the box to automate the incident protection process.
- Please specify company staff versus subcontractors.
- Vendor will be required to present all information outlined in the SOW section 1. #4 "Quarterly Security Health Reviews" to the City staff

NOTE: This RFP describes the City's proposed solution. All solutions will be evaluated.

Receiving the complete RFP document specifications may be obtained by contacting Jerry Bates via email jerryjb@cityofws.org (Email is preferred), phone 336-747-6939 or during regular office hours at the City/County Purchasing Department in Suite 324, City Hall Building, 101 North Main Street, Winston-Salem, NC.

Administration

Format and Content

Proposals should respond directly to the Statement of Work. Failure to follow the prescribed format may result in a proposal being found noncompliant and it may be deemed unacceptable for further consideration.

Responses should be descriptive and include your approach to providing the requested services. Training and other recommended costs should be itemized as well.

Executive Summary

Each response shall include an Executive Summary that provides an overview explaining how the proposed solution meets the City's requirements indicated in this RFP. The Executive Summary shall be structured so anyone reading only that section has a clear understanding of the proposed services.

The Executive Summary should address:

- A technical overview of the proposed solution for each of the requested services
- The composition of the support team for each service, including any business partnerships
- Summary of pricing for each service (see "Pricing" below)
- Method of connectivity between vendor's Security Operations Center (SOC) and City's network

Vendor Employee Certifications

List your Company's certifications and qualifications.

Company Information

- Number of Engineers with the Level 3 qualified technical skills.
- Number and location of SOC(s)
- Number of staff and level of skill that supports the SOC

References

Submit references from at least three current customers for which the vendor has been providing services of a similar nature as the services described in this RFP for at least one year.

Pricing

The vendor should submit pricing based upon the objectives listed in this document and the City's current software, equipment and configurations.

Pricing should include any software, hardware, configurations etc to support the listed objectives.

For each requested service, bidders must provide, if applicable:

- One-time startup costs the City will incur to begin using managed security service
- On-going overhead costs the City will incur to third parties for items or services necessary for solution proposed by the vendor, such as, connectivity from vendor's SOC to City's network

- Fee structure for supplemental services or recommendations outside of scope of this RFP.
- Please identify your menu of services and associated costs.
- Any shipping costs.

Prices quoted in the vendor's proposal must be valid for at least 60 days after submission of the proposal to the City. All prices should be exclusive of sales tax.

The vendor should recognize that the City's infrastructure will change over time as older technology is replaced, equipment is decommissioned or consolidated, and overall capacity of the infrastructure is expanded. The City reserves the right to adjust the quantity, configuration and composition of the equipment within the covered infrastructure over the term of the managed security services contract at the unit prices quoted in bidder's proposal. In addition, the City reserves the right to exclude one or more of the requested services from the winning bidder's contract on an item-by-item basis.

Should the City find services are not meeting the identified objectives, the City reserves the right to discontinue services by providing 30 days' written notice.

Evaluation Criteria

The City of Winston-Salem will evaluate proposals based on the following considerations with no implied order of priority:

- Compliance with RFP requirements
- Breadth and depth of proposed services
- Number of support staff within the organization that will be associated with this contract
- Technical skills, security certifications and experience of staff assigned to City's account
- Ability to provide technical specialists on site within four hours of emergency support request (local presence)
- Capability of vendor's Security Operations Center (SOC)
- Required City support staff effort versus vendor support for implementation of services
- Cost of setting up initial services
- On-going costs
- Vendor's reputation
- Vendor's experience in providing similar services
- Ability to purchase additional services at or below the offered prices for the term of this contract.