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Request for Proposals for

**Managed Security Service Provider**

**May 9, 2022**

City of Loma Linda

25541 Barton Rd.

Loma Linda, CA 92354

# Inquiries

Inquiries about this Request for Proposal must be in writing and directed to:

Kyle MacGavin

Information Systems Analyst III

City of Loma Linda

25541 Barton Rd.

Loma Linda, CA 92354

Phone: (909)799-4411

E-mail: kmacgavin@lomalinda-ca.gov

# GENERAL INFORMATION:

**Terms of Use:**

This RFP is not a contract offer. Receipt of a proposal neither commits the City of Loma Linda to award a contract to any vendor, nor limits our rights to negotiate in our best interest. The City of Loma Linda reserves the right to contract with a vendor for reasons other than price. Failure to answer any questions in this RFP may subject the proposal to disqualification. The City of Loma Linda reserves the right to request additional information that is necessary and pertinent to the project or to assure that the vendor's adequate competence to perform according to bid specifications. Products and services which are not specifically requested in the RFP but which are necessary to provide the functional capabilities proposed by the vendor shall be included in the proposal.

## Background Information

The City of Loma Linda (the City) is a city focused on health and prosperity; constantly investing in growth, improvement, and back into the community. The City of Loma Linda is looking to obtain a managed security service provider contract for its Information Systems infrastructure. The purpose of this Request for Proposal (RFP) is to solicit and award a contract to a qualified Information Systems security management company. All qualified management companies are invited to submit proposals under this RFP.

# Tentative RFP Schedule

**(Subject to change at City’s discretion)**

|  |  |  |
| --- | --- | --- |
| **ID** | **Milestone** | **Date & Time** |
| 1 | RFP Release | 5/9/22 12:00 PM |
| 2 | **Submission Deadline** | 6/2/22 5:30 PM |
| 3 | Vendor Evaluation, Negotiations, & Selection | 6/2/22 – 6/7/22 |
| 4 | Submittal to City Council for Approval | 6/14/22 7:00 PM |
| 5 | Managed Services Will Ideally Begin | 7/1/22 7:00 AM |

## 1.4 Submittal Requirements

The deadline for RFP responses is **June 2, 2022 5:30 PM PST** submit one signed copy of the RFP response as a PDF or word file to [kmacgavin@lomalinda-ca.gov](mailto:kmacgavin@lomalinda-ca.gov) with the subject line "City of Loma Linda Managed Security Service Provider RFP”. Physical copies can be sent to ATTENTION: Kyle MacGavin 25541 Barton Rd. Loma Linda, CA 92354.

Submittals that are not received on or before the specified deadline will not be accepted (no exceptions). The City reserves the right to request follow-up information or clarification from vendors in consideration. Vendor is responsible to ensure delivery by the date and time included.

The City of Loma Linda reserves the right to reject any or all submittals, to compare the relative merits of the respective responses, and to choose a vendor, which will best serve the interests of the City.

Each response to this RFP shall be done at the sole cost and expense of each proposing vendor and with the express understanding that no claims against the City for reimbursement will be accepted.

## 1.4 Evaluation Criteria

Responses to this RFP will help the City identify the most qualified vendor and will be indicative of the level of the firm's commitment. The City will evaluate the qualifications, references, overall fit with the City of Loma Linda, as well as take into consideration the proposed scope and pricing submitted to determine the most qualified web vendor.

## 1.5 Selection Process

The selection process will involve the following phases:

Phase 1 (May 9, 2022):

Request for proposals is released.

Phase 2 (May 9-June 2, 2022):

A City review team will evaluate vendor submissions. The initial review will determine conformance to submission requirements and whether responses meet minimum criteria established. Review will include the vendor's acceptance of RFP terms and completeness of submissions. Submissions close at 5:30 PM on Thursday, June 2.

Phase 3 (June 2-7, 2022):

A proposal is selected by review team and the proposing vendor is informed. Staff report is packaged and sent to City Council.

Phase 3 (June 14, 2022):

City Council performs final review of the agreement for approval or denial. Last step before July 1, 2022 activation.

# Project Description

The City of Loma Linda seeks a partnership with a Managed Security Service Provider (MSSP) / Managed Detection and Response (MDR) practitioner for 24/7/365 security monitoring and advanced security detection capabilities within a **(1) - Year**, annually renewed service contract.

The selected vendor is expected to provide cost-effective solution for the immediate and long-term. The contract will also include regular status reports to City’s IT leadership team.

## 2.1 City of Loma Linda Requirements

**Real-Time Perimeter Monitoring**

The city seeks a service provider who can add value to security information and log management by assessing real-time data (REAL-TIME PERIMETER MONITORING TIER) and optionally, stored logs (LOG COLLECTION AND ANALYSIS TIER) to add context to incident identification and response. Each service tier shall be quoted. In addition to the requirements set forth below, City of Loma Linda requires the MSSP to designate an account manager for the entire duration of the contract. The MSSP account manager will participate in quarterly status meetings, provide the City with SLA and other reports and escalate any issues according to defined escalation procedures, etc. City of Loma Linda requires MSSP to have a Security Operations Center(s) (SOC) that operates 24 hours a day, 7 days per week. The SOC engineers shall be reachable by telephone and e-mail.

**“virtual” Chief Security Officer (vCSO)**

1. The MSSP Shall designate a Consultant staff member as the City’s part-time or “virtual” Chief Security Officer (vCSO) who will be the lead consultant on matters of IT security and risk assessment.

2. Identify, report, and resolve critical security issues.

3. Advise the City on risk reduction strategies, compliance, governance, user awareness, security training, and strategic security planning.

4. Ensure the City network, servers, and computers are meeting levels of security established by the City, based on NIST 800-53.4 or equivalent security framework agreed upon by the City.

5. Review, revise, and/or construct the City’s IT Security Policies and procedures to industry standards annually or as requested.

6. Review, revise, and/or construct the City’s Disaster Recovery Plan to industry standards annually or as requested.

7. Participate in security incident response exercises conducted by the city.

8. Review and contribute to the City’s Risk Register and Plan of Action and Milestone documents as requested and recommend activities to reduce risks and vulnerability.

**Incident Response and Management**

The MSSP shall record all incidents in an issue tracking system and make such system available to appropriate City personnel. Individual contacts should be able to obtain real time and historical performance data for all monitored devices. They are also the primary contacts for the Managed Security Service Provider (MSSP) in case of security incidents, monitored device outages or scheduled maintenance notifications.

Incident Response, as a term, typically refers to either all five of the below lifecycle phases/processes, or one or more of the latter three components. The extent of IR is typically defined by the organization’s Incident Response Plan, and the nature of the potential incident. IR case management involves activities across part or all the IR lifecycle phases/processes:

* **Preparation:** Including (i) Security Hygiene, (ii) Integrity Checking, (iii) Vulnerability Management, (iv) Management of Security Sensors, Tools and Systems/services, (v) Threat Intelligence, (vi) IR and Crisis Communications plans and planning, and (vii) exercises (such as table-tops, “red/blue teaming,” and “capture the flag” drills, etc.).
* **Detection, Data Analysis, and Notifications:** Consists of (i) Threat hunting, cross- correlating, identifying and investigating suspicious events and activity to confirm existence of a cyber-incident, (ii) prioritizing the response based on impact and (iii) coordinating notifications of the technologists, business process owners, and Public Information Officer (PIO) throughout an active incident. This component may also be included within Security Monitoring.
* **Containment, Eradication, and Restoration:** Involves (i) Isolating affected systems to prevent collateral damage, escalation and to limit impact, (ii) pinpointing the genesis of the incident and quarantining, neutralizing and removing the threat, (iii) restoring systems and data when a threat has been mitigated. This component is sometimes called “prosecuting the incident.”
* **Cyber-Forensics:** The examination of digital media in a forensically sound manner with the aim of identifying, preserving, recovering, analyzing and presenting facts and opinions about the digital evidence, events they capture, and those involved. The preserved evidence as well as analysis may be used in Post-Incident Activities. Additionally, a hand-off between resources is also involved or addressed in an IR Retainer.
* **Post-Incident Activities:** Including (i) Recovery/rebuilding of systems and business operations, (ii) identifying improvements needed in Preparation, Security Monitoring, and Prosecuting the Incident, and then executing remediation projects to effect same, and may include (iii) administrative, insurance, legal or other civil actions

**Log Collection and Vulnerability Analysis**

Provide real-time monitoring, event correlation, and analysis. Provide security log aggregation, collection, retention, archival and analysis of such for compliance reporting and vulnerability/exploit remediation recommendations. Regular inspection of collected log data is required with special attention given to identifying evidence of privilege escalation and unauthorized creation of accounts. Log collection requirements shall include the acquisition of all log data and the retention of that data for 18 months, even after review and reporting, to meet the City’s auditing and compliance needs.

**Reporting**

The MSSP shall provide on-demand and ad-hoc reporting abilities to view the collected data and provide analysis and suggest classification in a context relevant to compliance with NIST standards. The MSSP should also be able to provide a streamlined process for generating reports in anticipation for risk assessments and audits.

**Cloud Service Monitoring**

The MSSP shall monitor the City’s cloud resources and user behavior to ensure compliance with security policies. This includes monitoring user and administrator access, behavior, and API access.

**Custom Security Rules**

The MSSP shall allow for the creation of custom, user-defined security rules based on the specific information security policies of the City. These rules should be easily accessible for creation, viewing, modification, and maintenance.

**Security Awareness (User based Training)**

The MSSP shall offer security awareness that provides user training about data security, cybersecurity hygiene, email attacks, and your policies and procedures. The MSSP shall offer a web-based training solution for teaching city staff and users about security policies.

**Point Of Contact**

Because of the nature of a MSSP, the city will require a specific account manager with extensive knowledge of the city’s configuration and set up to facilitate analysis of events & log data, troubleshoot, and support the city resources with the implementation of the product. Furthermore, the MSSP contact must be able to provide actionable remediation recommendations to the city based on the specific regulatory needs of the organization.

# 3.0 Statements:

All responses to this RFP become the property of the City (City of Loma Linda) and will be kept confidential until recommendation for award of a contract has been announced. Thereafter, submittals are subject to public inspection and disclosure under the California Public Records Act. If a Respondent believes that any portion of its submittal is exempt from public disclosure, such portion may be marked “confidential.” The City will use reasonable means to ensure that such confidential information is safeguarded but will not be held liable for inadvertent disclosure of such materials, data and information. Submissions marked “confidential” in their entirety will not be honored as such and the City will not deny public disclosure of all or any portion of submittals so marked.

By submitting information with portions marked “confidential” the Respondent represents it has a good faith belief that such material is exempt from disclosure under the California Public Records Act and agrees to reimburse the City for, and to indemnify, defend and hold harmless the City, its officers, fiduciaries, employees and agents from and against: (a) any and all claims, damages, losses, liabilities, suits, judgments, fines, penalties, costs and expenses including, without limitation, attorneys’ fees, expenses and court costs of any nature whatsoever (collectively, “Claims”) arising from or relating to the City’s non-disclosure of any such designated portions of a proposal if disclosure is deemed required by law or court order. The City reserves the right to disclose any documents marked “confidential” if required to do so under the California Public Records Act or pursuant to any other local, state or federal statute or court order.

If a bidder discovers any ambiguity, conflict, discrepancy, omission or other error in this RFP, please immediately notify the City of such error by e-mail at:

**Kyle MacGavin, System Analyst III**

**City of Loma Linda**

**E-Mail: kmacgavin@lomalinda-ca.gov**

If it becomes necessary to revise any part of this RFP, or if a more exact interpretation of provisions of this RFP are required prior to the due date for proposals, a supplement will be sent to all bidders. The City reserves the right to extend the due date of proposals to accommodate such interpretations or additional data requirements.

Submission of information indicates acceptance by the bidder, of the terms and conditions contained in this RFP, unless exceptions are clearly and specifically noted in the submittal. If the bidder objects to any term(s) in the RFP, or wishes to modify or add terms to a subsequent contract, the submittal must identify each objection, propose language for each modification and include the reasons for the modification. The City reserves the right to modify the terms prior to execution.

The Proposal determined to be the most advantageous to the City, taking into account all of the selection criteria, may be selected by the City or further action, such as a contract award. If, however, the City decides that no proposal is sufficiently advantageous to the City, we may take whatever further action is deemed best in its sole discretion, including making no contract award. If, for any reason, an awardee is selected and it is not possible to consummate a contract with the bidder, the City may begin contract discussions with the next qualified bidder or determine that it does not wish to award a contract pursuant to this RFP, at its sole discretion.

## 3.1 Bidder Guarantees

1. The bidder guarantees that it can and will provide, at a minimum, the services set forth within the RFP.

## 3.2 Bidder Warrantees

1. Bidder warrants that it is willing and able to comply with State of California laws with respect to foreign (non-State of California) corporations.
2. Bidder warrants that it will protect the privacy and provide for the security of the City’s member data and that Bidder will require its officers, employees and agents to sign a Confidentiality Agreement provided by the City.
3. Bidder warrants that it will not subcontract or delegate its responsibilities under an agreement without the prior written permission of the City.
4. Bidder warrants that all information provided by it in connection with this proposal is true and accurate.
5. Bidder acknowledges they have read and reviewed all contents of this RFP. The signature below warrants the bidder’s ability to complete the described Statement of Work in accordance with the terms and conditions set forth herein.
6. Bidder warrants expenses incurred in the preparation of proposals in response to this RFP are the sole responsibility of the vendor.

## 3.3 Right of Rejection

The City of Loma Linda reserves the right to accept or reject any and all proposals, or any part of any proposal, without penalty. The City of Loma Linda may award a contract to a single contractor for all elements for the entire project or may award any of the elements separately. In addition, the City of Loma Linda reserves the right to fund (and proceed with project or purchase), not to fund the project, or to partially fund the project. Any allowance for oversight, omission, error, or mistake by the bidder made after receipt of the proposal will be at the sole discretion of the City of Loma Linda.

## 3.4 Insurance Requirements

Vendor proposing any installation services shall purchase and maintain insurance in the types set forth below which may arise out of or result from the contractor's operations under the contract, whether such operations performed by the contractor or subcontractor or by anyone directly employed by either, for an amount of no less than $1,000,000:

Commercial general liability

Workers’ compensation insurance

Personal injury liability coverage

Comprehensive Automobile Liability insurance

All policies required above are to be primary and non-contributory with any insurance or self-insurance programs carried or administered by the City’s.

# 4.0 Vendor Preference and Information

## 4.1 Local Vendor Preference

The City of Loma Linda has established a local vendor preference. When quality, service, and other relevant factors are equal, responses to Requests for Proposals will be evaluated with a preference for local vendors. Note the following exception:

1. Those contracts which State Law or, other law or regulation precludes this local preference.

A “local” vendor preference will be approved as such when 1) The vendor and or their partner conducts business in a fully staffed office with a physical address within the Southern Californian region; 2) The vendor or their partner holds a valid business license issued by the County or a City within the Southern Californian region; 3) The vendor or their partner has conducted business at the local address for not less than six (6) months prior to the due date of this Request for Proposal; 4) The vendor or their partner has experience for not less than six (6) months supporting the Federal, State, Local or Education businesses.

<For the purpose of this Request for Proposal the Southern California region is made up of the Imperial, Kern, Los Angeles, Orange, Riverside, Santa Barbra, San Bernardino, San Diego, San Luis Obispo, and Ventura California Counties>

|  |  |  |
| --- | --- | --- |
|  | **YES** | **NO** |
| Do you claim local vendor preference? |  |  |
| Do you conduct business in an office with a physical location within the Southern California region? |  |  |
| Have you served the Federal, State, Local Government or Education Markets for more than six (6) months |  |  |
| Business Address: | | |
| Years at this Address: | | |
| Does your business hold a valid business license issued by a County or a City within the Southern California? |  |  |

## 4.3 Organization and Bidder Questionnaire

|  |  |
| --- | --- |
| **Date of Response** |  |
| **Company Name** |  |
| **Primary Contact Person** |  |
| **Title** |  |
| **Address** |  |
| **Telephone Number** |  |
| **Facsimile Number** |  |
| **E-mail Address** |  |

## 4.4 Bidder Background Questionnaire

Please state the date your company started in business. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Where is your closest support facility/sales office? \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Where is your headquarters office? \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Is your company an equal opportunity employer?

Yes: \_\_\_\_\_\_\_\_\_\_\_ No: \_\_\_\_\_\_\_\_\_\_

Does your company have any family or business relationships with the City’s Council members?

\_\_\_\_Yes or \_\_\_\_No. If yes, please explain

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Please list any special capabilities or qualifications that you would like considered in evaluating your company.

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## 4.5 Litigation

|  |  |
| --- | --- |
| **Over the past five years, has the bidding company or any officer or principal, been involved in any business litigation or other legal proceedings related to the sale of software agreements? If so, please provide a brief explanation and indicate the current status.** |  |

**Please sign physically or digitally to confirm you and your organization agree to the City’s statements and terms. Return a copy of this RFP with your response via email as a word or PDF file to or by mail/delivery ATTENTION: Kyle MacGavin 25541 Barton Rd. Loma Linda, CA 92354.**

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Company Name

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Responder’s Name Responder’s Title

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Signature Date