

Request for Proposals for a MDR/EDR Solution

Introduction

The City of Summerside, PEI (“The City”) is requesting proposals from qualified firms for Managed Detection & Response solution (MDR) & Endpoint Detection and Response (EDR) solution to augment the City’s cyber security needs. Requirements are outlined below in section 1.4

Proposals shall only be submitted **electronically** to Jason Muttart at jmuttart@city.summerside.pe.ca . Complete proposal responses must be submitted based on a two-document system. Proposals must be received on or before 12:59:59 AST, Friday, May 20, 2022. The proposal responses shall be provided in **two documents** clearly named “**technical proposal**” and “**cost proposal**”. No hard copy proposals are to be submitted.

Any questions related to the Request for Proposals must be directed to Jason Muttart. Questions should be submitted in writing by email to jmuttart@city.summerside.pe.ca . Any correspondence related to the RFP should refer to the RFP number, page, and paragraph number.

Tentative RFP Schedule

May 2, 2022	RPF Release
May 17, 2022	Proponent Question Deadline at 12:59:59 AST
May 20, 2022	Proposals Due Electronically by 12:59:59 AST
May 27, 2022	Notification, if Required, of Short-listed Firms
June 2022	Award of Proposal to Successful Proponent

Not a Tender Call

This Request for Proposal (RFP) is not a tender call, and the submission of any response to this RFP does not create a tender process. This RFP is not an invitation for an offer to contract, and it is not an offer to contract made by the City. By this RFP, the City reserves to itself the absolute and unfettered discretion to invite submissions, consider and analyze submissions, select short-listed Proponents, or attempt to negotiate an agreement with the Successful Proponent, if any, as the City considers desirable. Without limiting the generality of the foregoing, the City reserves the right to:

- a) reject, consider or short-list any submission whether or not it contains all information required by this RFP;
- b) require clarification where a submission is unclear;
- c) reject any or all submissions without any obligation, or any compensation or reimbursement, to any Respondent, intended Proponent, or any other person associated with this RFP process;
- d) all or any proposals not necessarily accepted, as the acceptance remains within the exclusive discretion of the City;
- e) disqualify or reject any submission without discussion with the submitting party;
- f) reject any or all submissions that the City considers are not in its best interests;

No Obligation to Proceed

Though the City fully intends at this time to proceed with the provision and implementation of a **Managed Detection and Response (MDR) & Endpoint Detection and Response (EDR)** solution as contemplated herein, the City is under no obligation to do so. The receipt by the City of any information (including any submissions, ideas, plans, drawings, models or other materials communicated or exhibited by any intended Proponent, or on its behalf) shall not impose any obligations on the City. There is no guarantee by the City, its officers, employees or agents, that the process initiated by the issuance of this RFP will continue, or that this RFP process or any RFP process will result in a contract with the City for the provision of and implementation of a **Managed Detection and Response (MDR) & Endpoint Detection and Response (EDR)** solution.

City's Decision-Making Power

The City has the power to make any decision, or to exercise any contractual right or remedy, contemplated in this RFP at its own absolute and unfettered discretion, and no public law duty, whether arising from the principles of procedural fairness or the rules of natural justice, applies to the City.

Selection Process

The selection process will include a proposal rating evaluation based on several items included in the proposal such as:

- Completeness of existing functionality to meet the city's stated functionality and goals
- Company viability with proven history of MDR solutions to municipalities/ government.
- References
- Timeliness of implementation proposed
- Pricing for implementation services and monthly MDR//EDR license fees (for a three-year period)

Bidders are required to submit their pricing section of this proposal in a separate document. The rating of proposals will be completed by the review committee on all other items, before opening the pricing document. Please see appendix A for details of the evaluation process.

Proposals will be considered only from vendors who are firmly established as a proven MDR/EDR solution provider and who have the resources and ability to deliver the services in a professional and expedient manner. The City may request additional information as deemed necessary. Failure to provide such information may result in the proposal being considered non-responsive.

Questions

Written questions regarding this RFP shall be submitted by e-mail to Jason Muttart at jmuttart@city.summerside.pe.ca up until **12:59:59 AST, May 17, 2022**. Questions received after this date and time may not be addressed.

1.0 Proposed Solution Scope

1.1 General Information and Background:

The City of Summerside is seeking proposals from experienced and qualified Managed Detection and Response (MDR)/ Endpoint Detection and Response (EDR) service providers to detect active and potential intrusions of malware, any malicious network activity or user behavior, and provide rapid incident response services to eradicate the identified threats.

1.2 Purpose and Goals:

Due to the ongoing risk of cybersecurity attacks targeting public sector, it is imperative that the City of Summerside have the appropriate tools, incident response processes, and resources in place to continuously monitor both internal and external IT threats and to be able to quickly action these threats to minimize impact on the network.

The overall goal of this project is to enhance existing security using modern technology.

1.3 Scope of Work:

The scope of work consists of providing a fully functional Managed Detection & Response (MDR) / Endpoint Detection & Response (EDR) solution with full configuration to meet the City's needs.

The scope of work includes services for the implementation with assistance of the City's I.T. Staff but also to support the ongoing Managed Detection and Response (MDR) / Endpoint Detection & Response (EDR) solution. MDR/EDR services include support, upgrades, & release management.

1.4 Requirements:

The new solution must deliver as a minimum the requirements identified below as representative of a progressive solution the City is wishing to procure. Please use this list in your response to validate whether you meet the requirement and explain in enough detail on how you meet this requirement. Proposals should take great care to fully explain their solution and differentiate themselves from their competitors.

Technology

- Managed Detection & Response (MDR) / Endpoint Detection & Response (EDR) or similar solution for up to 250 end points.
- Provide threat hunting and threat intelligence capabilities to proactively mitigate potential impact to the City.

- Proactively monitor (24x7x365) for viruses, ransomware, and malware.
- Utilize surveillance tools and log correlation, via artificial intelligence and machine learning to detect and associate malicious behaviour across the network.
- Provide a single pane of glass for the City to view overall cybersecurity health, incident progress, incident priority, and remediation status;
- Use automation and containment technology to disconnect a machine from the network, disable a process, delete a file due to exhibiting patterns of malicious behavior.
- Provide incident response playbooks and associated capabilities.
- Provide alerts to I.T. Staff of threats found and the ability to run reports on the system.
- Integration with other onsite security appliances and systems
- Provide I.T. Staff with complete training on the system.

2.0 Vendor Response Instructions

Vendors are asked to submit in electronic format only, a concise proposal that sufficiently covers the required project scope for the Managed Detection and Response (MDR) / Endpoint Detection & Response (EDR) solution being proposed. The Response document must be digitally signed by a person authorized to sign the offer and included in the Response.

The City asks that vendors include the following in the response.

2.1 Qualifications & Experience

1. Executive Summary: Include a one-page summary of the entire proposal describing the most important elements of the proposal.
2. Identification of the Lead Entity, including:
 - I. Legal name and address of organization or individual proposing to conduct the business.
 - II. Legal form of organization (e.g. partnership, corporation, non-profit status, etc.). If joint venture, identify the members of the joint venture and provide all information required within this section for each member.

- III. Disclosure of “parent company” if proposer is a wholly owned subsidiary (or subject to other partnerships).
 - IV. Physical address(es) of office(s) working on this project.
 - V. Name, title, address, email, and telephone number of the person to serve as project manager and a proposal contact (if different).
3. Project Organization and Key Personnel
- I. Describe proposed project organization, including team structure and identification and responsibilities of key personnel. Include resumes for key personnel as attachments.
 - II. Describe type of availability and hours, including office location/hours, phone, and email addresses. Provide an indication of the approximate staffing level(s) for the project.
 - III. Describe the contractor’s ability to work with City staff to meet the projected timeline for services and implementation of the software/hardware.
4. Company background: include experience, size, location and other relevant company information. What changeover of staff has been experienced in the last year and what do you expect over the next five years?
5. Proposed Solution Scope: How does the solution match the scope listed in section 1.2
6. Implementation approach: How would the proposed solution be implemented in a timely manner. Does the proposal cover the required services listed in scope?
7. Requirements: per section 1.4, list how your proposed solution meets these requirements and explain in enough detail how it meets these.
8. References: please provide at least three references of your solution. Please include company, reference name, title, phone number, email, and information about the reference solution.
9. Pricing: please complete a “RFP Pricing Worksheet” as the Cost Proposal for complete pricing details and **save and submit as a separate document**.
10. Terms of Service: please provide a template of Vendor’s terms of service for both implementation and ongoing Managed Detection and Response (MDR) solution proposed. The City reserves the right to modify and append the contract to meet the City’s requirements.

3.0 Evaluation of Proposals

Proposals will be evaluated by a review committee. Each member of the review committee will rate each proposal according to this procedure and the weighting table included (Appendix A).

The evaluation procedure is as follows:

1. Open the technical proposal document, evaluate and score each proposal as per the Rating Table Report (see next page). The three top rated proposals (excluding price), will be selected for the next stage of the review.
2. A proposal rated as poor on any one of the categories is unacceptable regardless of its final score.
3. The second stage will consist of opening the cost proposal document and evaluating the one-time and recurring costs over a five-year period. The pricing and the qualitative scores will be given equal weighting in the final evaluation.
4. Selection among proposals having identical overall scores will be based on the lowest price.
5. If necessary, a meeting with the best scored proponent may be required to obtain additional information, clarification, and agreement.
6. If an agreement cannot be reached, discussion with the next best overall score.
7. Make final recommendation for acceptance.
8. Upon approval by City Council, notify all consultants that submitted proposals.

In the event that none of the proposals are found to be acceptable or an agreement cannot be reached with any firm, then the review committee must re-evaluate this request for proposal.

Appendix A

Evaluation of Criteria and Rating Table Report

Criteria	Rating %	Actual Score
Functionality to Meet Stated Purpose and Goals: <ul style="list-style-type: none"> ▪ Containment Technology ▪ Proactively Monitor ▪ Integration ▪ Communication Tools (Alerting & Reporting) 	30	
Qualifications of Company: <ul style="list-style-type: none"> ▪ Experience ▪ History of MDR/EDR Solution implementation ▪ Staff Changeover 	25	
Scope of Work and Adherence to Requirements (section 1.4): <ul style="list-style-type: none"> ▪ Technology 	30	
Implementation: <ul style="list-style-type: none"> ▪ Proposed approach 	15	
Total Qualitative Value	100	

Total Score:

Qualitative Value (out of 50)	
Pricing Value (out of 50)	
Total Score	

The following guide to rating (based on a maximum of 10) will be used:

- Poor (1-3)
- Fair (4-6)
- Good (7-8)
- Excellent (9-10)