

# **REQUEST FOR PROPOSALS**

## **Managed Detection and Response (MDR) Managed Security Services Provider (MSSP)**

**PROPOSALS DUE: August 15<sup>th</sup>, 2024, 2:00 PM PDT**



IT  
DEPARTMENT

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**DESCHUTES COUNTY, OREGON  
IT DEPARTMENT**

**REQUEST FOR PROPOSALS**

**MDR / MSSP**

Deschutes County IT Department is requesting proposals for a cybersecurity managed detection and response (MDR) vendor or a managed security services provider (MSSP) in support of our internal cybersecurity program. Deschutes County is looking for a one-year agreement, with the option to renew it for up to four additional years, if agreed to by both parties.

RFP packets are available on the Deschutes County website at: <https://www.deschutes.org/rfps>. Vendors intending to submit proposals must submit a signed NDA and attend the mandatory virtual proposer meeting on **July 25<sup>th</sup>, 2024 from 9:00-10:00 PDT**. Signed NDAs should be submitted along with a request for a meeting invite to [dl.IT-MDR-MSSP-RFP@deschutes.org](mailto:dl.IT-MDR-MSSP-RFP@deschutes.org). Full RFP proposal submittals are due by **2:00 pm PDT on August 15<sup>th</sup>, 2024**.

Inquiries pertaining to the RFP shall be directed to Zach Neemann, Information Security Manager in writing at [dl.IT-MDR-MSSP-RFP@deschutes.org](mailto:dl.IT-MDR-MSSP-RFP@deschutes.org).

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## **SECTION 1: BACKGROUND**

Deschutes County is seeking proposals from interested firms to provide cybersecurity services that augment our internal team's ability to monitor, respond, remediate, and harden our digital environment.

Deschutes County is a local county government agency located in central Oregon. Deschutes County serves a local population of approximately 350,000 residents with a combined agency staff of approximately 1,300 employees. Business operations range across construction permits, law enforcement, public health services, assessment & taxation, public landfill, elections and many more.

## **SECTION 2: STATEMENT OF PROJECT**

Deschutes County seeks the services of a qualified MDR Vendor or MSSP to supplement our cybersecurity team. The selected vendor will act as an extension of our security team, offering 24x7x365 services without a service gap. This will include monitoring approximately 1500 nodes with approximately 1300 staff, including both on-premise as well as cloud hosted systems. The Microsoft 365 suite of productivity and security solutions is a key and integral part of all business and security workflows within Deschutes County. The vendor must be able to understand current security issues as well as adapt to a customer environment to provide agile security recommendations that will assist Deschutes County in hardening our security posture. The selected vendor will become an integral part of our security team, acting as an expert with regard to security incidents, vulnerability management, configuration, and identification of true positive security alerts.

Deschutes County has many diverse departments / offices, as such the vendor must be familiar with various compliance requirements as the county is entrusted to maintain guardianship over data types such as: PII, PCI, PHI, CJI, and other confidential digital content.

The vendor must demonstrate that they have:

- Security expertise, research and threat intelligence to identify threats, provide guidance on incidents, and assistance hardening digital landscapes and;
- Highly efficient processes and workflows to significantly improve alert enrichment, false positive alert filtering, and reduced time to remediation of security issues and;
- Ability to provide a cost effective and scalable solution across many various departments / offices as well as protecting a diverse digital landscape and;
- Ability to leverage a cross-device, cross-client, cross-platform correlation to improve security awareness and reduce risk and;
- They have broad visibility across an extensive client base for improved threat intelligence.

The partner will provide the services in close coordination with Department staff. The Department anticipates that the services will be no later than December 31, 2024.

### SECTION 3: PROPOSAL PREPARATION, SCHEDULE, CRITERIA AND REVIEW

There will be a mandatory virtual pre-proposal meeting on **July 25<sup>th</sup>, 2024 from 9:00 to 10:00 a.m. PDT** where the County will describe all technical requirements once a signed NDA is provided.

All questions shall be made in writing via email to Zach Neemann, Information Security Manager at [dl.IT-MDR-MSSP-RFP@deschutes.org](mailto:dl.IT-MDR-MSSP-RFP@deschutes.org) by **2:00 p.m. PDT on August 1<sup>st</sup>, 2024**. Fax or phone requests for information will not be accepted. Responses to questions will be made in writing as soon as practical and no later than 10 days before the proposal due date.

Vendors intending to submit a proposal must attend the mandatory virtual pre-proposal meeting and retrieve the RFP packet for this project at: <https://www.deschutes.org/rfps>.

Proposals must be received by the Deschutes County IT Department office no later than **2:00 p.m. PDT on August 15<sup>th</sup>, 2024**. **Proposals received after the deadline will not be considered.**

The County anticipates the following schedule for the project:

RFP Advertisement:	July 10 <sup>th</sup> , 2024
Mandatory Proposer Meeting	July 25 <sup>th</sup> , 2024 from 9:00-10:00 a.m. PDT
Proposal Due Date:	August 15 <sup>th</sup> , 2024
RFP Review completed:	August 29 <sup>th</sup> , 2024
Interviews (if held):	September 9 <sup>th</sup> – 13 <sup>th</sup> , 2024
Notice to proceed:	October 1 <sup>st</sup> , 2024
Contract start:	December 31 <sup>st</sup> , 2024

Proposers are responsible for reading and understanding all portions of the solicitation documents, including attachments and addenda, if any, and to include all requirements in their proposals. To be responsive, proposals must be made in writing, and address the background, information, questions, criteria, and requests for information contained in the RFP. Proposals must be submitted in the required form and containing all required documents and responses, be signed by the proposer or its authorized representative, and submitted in the manner and number described in the Request for Proposals.

The Proposal will be evaluated on the completeness and quality of content. Only those vendors who supply complete information as required in the Evaluation Criteria below will be considered for evaluation.

Deschutes County reserves the right to:

- Cancel the procurement or reject any or all proposals in accordance with ORS 279B.100.
- Not award a contract for the requested services.
- Waive any irregularities or informalities.
- Accept the proposal which the County deems to be the most beneficial to the public and the County,
- Negotiate with any proposer to further amend, modify, redefine, or delineate its proposal,
- Negotiate and accept, without re-advertising, the proposal of the next-highest scored proposer, in the event that a contract cannot be successfully negotiated with the selected proposer, which may occur prior to the time of notice of intent to award.

- Further question any proposer to substantiate claims of experience, background knowledge, and ability.

It is understood that all statements will become part of the public file on this matter, without obligation to Deschutes County. The County is not liable for any cost incurred by proposers in the preparation or presentation of their proposal.

Proposals and quoted costs shall remain valid for at least 60 days after submission.

**Evaluation Criteria:**

The Proposal submitted shall respond to the following criteria in the order as listed below:

	ITEM	MAXIMUM PAGE ALLOWANCE	SCORE
A	Introductory Letter	1	0
B	Proposer’s Capabilities (Service Capabilities)	6	35
C	Understanding and Approach (Scope)	2	15
D	Excel questionnaire (Platform capabilities)	n/a	30
E	Communication and Availability	2	5
F	Pricing	2	10
G	Supportive information (references, resumes, licenses, etc.)	10	5
H	Interview or Demo if Conducted	n/a	10

**Criteria Explanation**

**A. Introductory Letter:** A statement in the introductory letter shall specifically stipulate that all terms and conditions contained in the RFP are accepted by the proposer. The letter shall also contain the name and contact information of the person(s) authorized to represent the proposer in any negotiations and sign any contract which may result. The letter must be signed by a person authorized to bind the firm.

**B. Proposer’s Capabilities:** Each of the listed items must be clearly addressed in your proposal. All items should be addressed with a clear definition of the Vendor’s ability to provide service in each area. This criterion relates to the proposer's capabilities and resources with regard to security. Please provide information relevant to Deschutes County demonstrating your ability to fulfill the services below, however if you are unable to fulfill a specific request, denote that in your response as well.

**1. Required services / capabilities:**

- a. Security Operations Center (SOC) identified as minimum of tier 1 and 2:
  - i. Detection, Investigation, remediation, and analysis for security events.
  - ii. Monitoring and aligning with our security posture.
  - iii. Co-management of incident responses to mitigate incidents.
  - iv. 24/7 threat monitoring and alerting for systems, logs, network traffic, applications, and other data sources.
  - v. Automated runbooks for Deschutes County tools and security orchestration, automation and response (SOAR) solutions.
  - vi. Eyes on human staff to analyze alerts and provide triage and enrichment.
  - vii. Deploy, manage, and maintain SIEM (security information and event management) and/or XDR (extended detection and response) solution.
  - viii. Discover, report, and alert on assets for security response.
  - ix. Management of ticketing system / tracking metrics for security response of the vendor and/or co-responded alerts.
- b. Providing threat intelligence services including gathering, analyzing, and disseminating relevant information.
- c. Providing recommendations unique to our environment and needs based on trends (i.e. security posture, configuration, updates, CVE's, trends, workarounds, etc.) regarding our infrastructure for future protection.
- d. Subject Matter Expert Consultation services regarding security incidents, tooling, and posture.

**2. Preferred services / capabilities:**

- a. Management and tracking of awareness training.
- b. Creation and sharing of manual Incident Response Team (IRT) runbooks (technology agnostic).
- c. Vulnerability assessments and scans (internal and external).
  - i. Penetration testing.
  - ii. External public facing scans.
  - iii. Internal uncredentialed/credentialed scanning.
- d. Co-managed remediation for known vulnerabilities/CVE's: Providing recommendations for patching and updates.
- e. Partnership in our IRT for remediation of confirmed incidents.
- f. Forensic Analysis to determine cause, method of attack and develop Indicators of Compromise (IOCs).
- g. In-Depth Incident Response capabilities in the event of a major incident the team will respond and assist in investigation and a plan for remediation.

**3. Other required questions regarding capabilities:**

- a. Provide a sample job description and/or resume for your security-monitoring staff. Include a summary of the technical expertise and/or special capabilities required.

**4. References:**

- a. Similar customers (by type and size) onboarded within the last three years, which best characterizes your security partnership.
- b. State, Local, and Education customers in the Northwest onboarded within the last three years, which best characterizes your security partnership.

**C. Project Understanding and Approach:** This criterion relates to the basic or preliminary understanding of the project, and the methodology and course of action used to meet the goals and objectives of the project. The basic issue is whether the proposer has a clear and concise understanding of the project (based on existing information) and the major issues to address and whether a project approach has been formulated. Elements to be considered:

1. Provide a brief overview of your managed security services and your company's methodology of managed security.
2. Please provide an example of how your services detected and addressed a recent security incident.
3. Provide an example of a recent escalation to a customer and the assistance offered by your team throughout the remediation process. (i.e. notification, SOAR, recommendations, accountability, follow-up, vulnerability assessment, etc)
4. Explain the expected working relationship, roles and responsibilities between your security staff and the county's security staff.
5. Provide a sample of a Service Level Agreement (SLA) or Statement of Work (SOW) as outlined in the scope, in addition to the service onboarding and delivery phases.

**D. Excel Questionnaire:** An attachment to this RFP, "RFP\_Questionnaire.xlsx", is a security questionnaire which is required for all vendors to fill out. The questionnaire has 10 sections containing approximately 10 questions each in the following categories: Business, Service, Pricing, Methodology, Staff, Monitoring, Data Management, Response, Vulnerability, and Portal. These questions will assist in the review of your capabilities as well as the strengths of your offerings.

**E. Communication and Availability:** This criterion relates to the Vendor's accessibility, availability, and interaction with the Deschutes County staff. Elements to be considered:

1. Describe your approach to regular meetings, security status briefings, and accountability check-ins.
2. Describe what security KPI's (Key Performance Indicators) and executive metrics do you track.
3. Explain the mechanisms for effective communication of security and vulnerability related events your team utilizes.
4. Provide how you effectively maintain accountability for co-managed services and responsibilities.

**F. Pricing:**

The proposal that accomplishes the stated objectives and tasks at the lowest cost will receive the highest points for this criterion. Further specificity will be offered during the mandatory pre-proposal meeting with regard to our infrastructure and technical information.

**A. Base Pricing**

Include pricing for the main offering which includes our internally managed nodes and users.

1. A county environment comprising approximately 1,500 nodes with approximately 1,300 staff, including both on-premise as well as cloud hosted systems.

**B. Add Alternate Pricing**

Include pricing for alternative options available from requirements worksheet; include any discounts for bundled add-ons. County may consider incorporating additional endpoints and users:

1. The environment described in the “Base Pricing” plus an internal call center department with 95 servers, and 80 machines, and 61 users.
2. The environment described in the “Base Pricing” plus an internal call center department and their external customers totaling 100 servers, 200 machines, and 200 users
3. Only an internal call center department and their external customers totaling 100 servers, 200 machines, and 200 users.

**G. Supportive Information:** Supportive material may include graphs, charts, photographs, resumes, references, etc., and is totally discretionary, but, as outlined in the Evaluation Criteria, it will be scored. Elements to be considered:

1. Provide evidence of up-to-date business liability insurance.
2. Indicate any industry certifications/attestations your security operation centers hold, such as Statement on Standards for Attestation Engagements (SSAE) 16 Type 2, or International Organization for Standardization (ISO) 27001. If so, please provide evidence.
3. Letters of recommendation from clients or success metrics regarding security.

**NOTE:** All proposals submitted in response to this RFP shall become the property of Deschutes County and may be utilized in any manner and for any purpose by Deschutes County. ***Be advised that proposals and all documents submitted in response to this RFP are subject to public disclosure as required by applicable state and/or federal laws.*** If you intend to submit any information with your proposal which you believe is confidential, proprietary or otherwise protected from public disclosure (trade secret, etc.), you must separately bind and clearly identify all such material. The cover page of the separate binding must be red, and the header or footer for each page must provide as follows: “Not Subject to Public Disclosure.” Where authorized by law, and at its sole discretion, Deschutes County will endeavor to resist disclosure of properly identified portions of the proposals.

**H. Interviews:** If interviews are conducted, only the highest scoring proposers will be asked to participate, subject to County’s discretion. The County will recalculate the entire proposal and add points for interview performance.

#### **Other Materials to Submit:**

The County requests a copy of the Proposer’s End User License Agreement, Service Level Agreement, Data Security Agreements, Privacy Agreement, and all other pertinent agreements the County will be expected to sign.

### **SECTION 3: EVALUATION**

An RFP evaluation committee will be appointed to evaluate the submitted proposals. Vendors will be evaluated on their response to the evaluation criteria. The Vendors found to provide the best value to the County will be awarded the contract pending contract negotiations.

### **SECTION 4: SELECTION**

The proposals will require approximately 14 calendar days for evaluation. The top ranked proposers may, at the County’s discretion, be required to participate in a demo/interview in support of their proposal to the evaluation committee. The interview will serve to assist the County



in selecting the successful proposer and will serve as a tool to refine scoring of the RFP to produce a final ranking. Contract negotiations will follow the selection of the top proposer. An initial scope and fee proposal will be required to be submitted within 14 calendar days of notification. Proposals must remain valid for at least 60 days.

The County will provide written notice of its intent to award to a given proposer or proposers at least seven (7) days before the award, unless the County determines that a shorter notice period is more practicable.

## **SECTION 5: CONTRACT REQUIREMENTS AND ADMINISTRATION**

Any forms and contracts the Vendor proposes to include as part of any agreement resulting from this proposal response between the Vendor and the County must be submitted as part of this proposal. Any forms and contracts not submitted as part of the proposal and subsequently presented for inclusion may be rejected. County reserves the right to accept or reject in whole or in part any form contract submitted by a Vendor and/or to require that amendments be made thereto, or that an agreement drafted by the County be utilized. This requirement includes, but is not limited to, the following types of forms: subcontractor, franchise, warranty agreements, maintenance contracts, and support agreements. The County will negotiate any and all contracts/agreements and prices/fees with the finalist Vendor, if doing so is deemed in the best interest of the County.

If the County and the top ranked proposer are not able to negotiate a contract, the County will initiate negotiation with the second-place vendor, and so on.

Any reference or general condition of employment of vendor that seeks to have State of Oregon indemnify and hold harmless the vendor, its sub-consultants, agents and employees from and against all claims, damages, losses and expenses, direct and indirect, or consequential damages arising out of, or resulting from the performance of work by vendor, or the work of others, is limited to the extent permitted by Oregon Constitution, Article XI, Section 7, and the Oregon Tort Claims Act ORS 30.300 inclusive.

## **SECTION 6: SUBMISSION**

Submit the Proposal in pdf format (30 MB maximum file size) as an email attachment to [dl.IT-MDR-MSSP-RFP@deschutes.org](mailto:dl.IT-MDR-MSSP-RFP@deschutes.org) no later than **2:00 pm PDT on August 15<sup>th</sup>, 2024**. Enter “**RFP: MDR MSSP**” as the email subject line.

Direct all other questions or inquiries to:

Zach Neemann, Information Security Manager  
Deschutes County IT Department  
14 NW Kearney Ave.  
Bend, OR 97703  
Email: [dl.IT-MDR-MSSP-RFP@deschutes.org](mailto:dl.IT-MDR-MSSP-RFP@deschutes.org)

Attachments:

Published\_RFP\_Questionnaire.xlsx – Section D  
DeschutesCountyNDA.PDF