CITY OF JOPLIN
COUNCIL AGENDA ITEM

ITEM
Council Bill 2025-611 – Approving a contract with RAVENii, LLC., for Co-Managed Services and Network Upgrades

MEETING DATE
May 5, 2025

ORIGINATING DEPT
Information Technology

ATTACHMENTS
CB 2025-611 Ordinance; Exhibit "A" RAVENii MSA Contract; RAVENii Bid Response; City of Joplin RFP 2025-RFP-14; Summary of Scores

REVIEWED BY
Department Head: Mark Morris; Finance Director: Leslie Haase; City Attorney: Peter Edwards; City Manager: Nick Edwards

SUMMARY
This Council Bill approves a contract with RAVENii, LLC., to fulfill the scope of work outlined in the RFP and their subsequent response for a 3-year period.

BACKGROUND

Summary of Bid Process:
The following 5 bids were received in response to RFP:

- RAVENii, LLC
- EDGEFI
- BUZZCLAN
- ConsultADD, Inc. (deemed non-compliant)
- MAVERC (RFP arrived late/past RFP deadline)

A city staff team was assembled to assess the bids as set forth in the RFP. The team was Mark Morris, Lane Starchman, Capt. Will Davis, AJ Whistler, and Asst Chief Brian Lewis. The bids were assessed as follows:

15%	Methodology - that the vendor will use to conduct work outlined in RFP and evidence of ability to perform the work described herein.
25%	Experience – previous experience performing related projects of complex nature, including, but not limited to, similar size and type of organization.
10%	References – will be based on references submitted as part of RFP but can include clients not submitted.
40%	Cost of proposal – must contain a cost for the requested scope of work in a "not to exceed" amount.
10%	Staff - capability and availability of professional staff to serve the City of Joplin in a competent and timely manner.

Each staff member independently evaluated the bid responses and scored them based on the above criteria. RAVENii, LLC., received an overall average score of 95.8. RAVENii, LLC., was the unanimous 1st choice with the 2nd respondent receiving an overall average score of 57.4 and 3rd respondent receiving an overall average score of 53.2.

Summary:
RAVENii, LLC., had the highest final score for the RFP and has submitted the best overall bid. The contract price, inclusive of the items in the scope of work, is $236,322.72 annually.

FUNDING SOURCE
General Fund, IT Network Services Acct# 001-2501-500-52.20

RECOMMENDATION
Staff recommends approval of this council bill on 1st reading with an effective date of June 1, 2025

CITY OF JOPLIN MISSOURI

REQUEST FOR PROPOSAL NO. 2025-RFP-14
Co-Managed Cybersecurity Services & Upgrades

RAVENii LLC | 9664 MARION RIDGE, KANSAS CITY, MO 64137

RAVENii

Company Profile

A. Firm name and business address, including telephone and facsimile numbers, and e-mail address.

RAVENii, LLC

9664 Marion Ridge

Kansas City, MO 64137

844-317-0944

inquiries@ravenii.com

B. Year established (include former firm names and year established). Identify the country and state in which the firm was incorporated or adopted.

Established 2014 | United States | State of Missouri

C. Provide the Firm's type of ownership and, if applicable, parent company or subsidiaries. Include dates of any corporate mergers and/or acquisitions, including all present and former subsidiaries with dates of any and all restructuring since the founding date. Also, provide any licensure in Missouri.

State of Missouri | Certificate of Organization

State of Missouri | Corporate Division, Certificate of Good Standing

D. Clarify the business address and telephone number of the office(s) at which the work is to be accomplished (if different than item #A). Also include the name, address, and telephone number of the project manager, if different than item A.

RAVENii Project Manager

Zachary L Yelland

(785) 219 - 1250

Organizational Structure

RAVENii was launched in 2014 bringing decades of front-line experience across many domains of cybersecurity, while harnessing the power of its global network of seasoned security experts to keep abreast of the ever-changing threat landscape. Today, RAVENii supports data centers, school districts, public municipalities, non-profit organizations, transportation, utilities, manufacturing, financial, and healthcare organizations with its "Gray Matter" approach to cybersecurity in an unceasing effort to improve our customer's security posture.

The RAVENii team has over 100+ years of combined experience in designing, implementing, and operating secure network monitoring and infrastructure. We provide a complete suite of security services tailored to our specific customer needs.

Security Audit & Compliance Experience

- FFIEC since 2004
- PCI since 2003
- CJIS since 2003
- GLBA since 2005
- NIST is the foundation of all the above.
- RAVENii's deep understanding of regulation and cross alignment allows us to be extremely efficient in audit process, remediation, and advisory services.

RAVENii serves as the subject matter expert and advisor for security and compliance for all our active clients. Our U.S. based and geographically diverse SOC team is monitoring network environments, actively alerting on critical anomalies, and advising on remediation efforts with our clients daily.

RAVENii's team of skilled professionals works diligently and efficiently to meet deadlines for onboarding and implementation, provide timely and meaningful reporting, and stay within the budget. RAVENii has a seasoned team of network engineers, to ensure that the security configurations for the City's environment are designed to be scalable.

We have worked with multiple municipalities across the nation to improve their security posture, responsiveness, and cost efficiencies and we pride ourselves on being vendor agnostic. Being vendor agnostic allows RAVENii to be agile. We can leverage the experience we've accumulated over the years of monitoring and managing our clients' security programs to better serve and solve pain points faster for our entire client pool.

Our number 1 goal is to make sure our customers are maximizing their existing investments in information and security technology. Considering the recent increase in adversarial maneuvers against municipalities, RAVENii plans to take a risk-based approach to securing the City's environment. Our advisory team will walk you through the right steps to take and best practices to follow when rightsizing and protecting your infrastructure.

RAVENii is focused on fortifying the City of Joplin's security landscape and protecting your constituent's data from potential cyber-attacks. We've got you covered on all things cybersecurity so you can focus on your strategic goals and initiatives.

RAVENii has a team dedicated to providing security & SOC monitoring services to city municipalities. This team is comprised of several members of the RAVENii staff with diverse areas of expertise to ensure The City of Joplin's needs are met. RAVENii's City Team is ready to serve the City with 24x7x365 monitoring and alerting along with strategic planning concerning infrastructure and growth and potential redesign to ensure security monitoring integration and best practices are included.

The team listed below will all be available to assist The City of Joplin at any time during our contracted

agreement.

RAVENii's City Team:
Gretchen Gregory | CFO

Michael Yelland | Chief Security Officer & Executive Sponsor

Eric Helm | VP of Security Engineering & Architecture & Executive Sponsor

Travis Salsbury | SOC Manager

Brian Miner | Senior SOC Analyst

David Griffin | Senior SOC Analyst

Tylor Lovette | VCISO

Zachary Yelland | Operations Manager

Key Staff Resumes

RAVENii will also assign a team to work directly with the City of Joplin so they can become intimately familiar with the City's resources and infrastructure.

Key Company Representatives:
SOC Manager | Travis Salsbury
Senior SOC Analyst | Brian Miner
Senior SOC Analyst | David Griffin
Tylor Lovette | VCISO

MICHAEL YELLAND, CHIEF SECURITY OFFICER

Summary:

30 years of extensive experience in compliance and regulations, creating and deploying secure network solutions, systems, and information assets.

Experience:

Compliance

Provide network security support and compliance support to two (2) cooperative companies and their 47 power generation and distribution companies located in the Midwest.

Network Security Solutions

Certified Tenable Consultant 1999, Providing advisory on implementation of security center and proper methodology of vulnerability analysis SCADA, industrial IOT and Integrated control systems as it Relates to Utility's, Medical, and Transportation industries. Contributor to Digital Bond Tenable Nessus Policy Audits and its plugin ongoing development and application to Utilities and Industrial controls, Tenable Passive Vulnerability Management for Scada and Threat Identification as it relates to Utilities, and Transportation, NIST of FS-Test of FTK and Dc3dd imaging standards. Continued contributor and spokesperson for the UK and US Cyber Senate ICS, Railways, Nuclear Cyber Security Summit, PLC Cyber Security Research, Smart Meters, Smart Grids, and Utility Radio Mesh Networks. The key incident response team leader for proactive and post-incident response, Real-time incident response, system classification, containment, remediation, and forensic analysis based on enterprise and SCADA attacks.

Deployment

Architect and consulting for SIEM deployment and security operations center for SCADA, ICS, IoT and Industrial Operation Technology (OT). Technical consultant and architect of core MSP products

and hosting solutions (Tenable Security Center, Rapid 7 Meta Pro, Alien Vault SIEM deployment, cloud deployment).

Information Security Consultant

Provide consultation on the establishment of OT baseline assessment, strategic vision and gap analysis for complex enterprise and legacy OT security plans. Produced executive roadmaps for continuous improvement teams, technology, and processes, which resulted in increased capacity to withstand cyber-attacks, as measured by annual sophisticated attack simulations and Penetration Testing. Also, developed training materials and instruction courses for customers in ICS identification and risk management, offensive security team practices, vulnerability management plans, and data forensics laboratories; manages the preservation, acquisition, inspection, analysis, and reporting of digital evidence.

Education, Certifications & Qualifications:

Tenable Certified Security Professional

Rapid 7 Metasploit Certified Specialist

Rapid 7 Nexpose Certified Administrator

Defcon Security

HIPPA

COBIT

NIST

GLBA

PCI

FFIE

NERC/FERC

Centriq, Certified Ethical Hacker

VMware V-Deploy Secure and Analyze

American Bankers Association, Gramm-Leach-Bliley Act

America Bankers Association, FFIEC Safety, Sound Audit, and Compliance

Centriq, CISSP

ERIC HELM, VP of SECURITY ENGINEERING & ARCHITECTURE

Summary:

16 years of experience in the development, design, implementation, security and support of IP data, voice, and video networks.

Experienced with multiple technologies in both service provider and enterprise campus environments including IP Routing, Ethernet Switching, Data Center Ethernet, Wireless LANs, Network Security/Firewalls, VPNs, IP Video, and VoIP.

Experience:

VP Engineering/Security Analyst

Manage & develop technology and processes for managed security services. Penetration testing, threat intelligence, incident response, security event/log analysis.

Senior Systems Engineer

Systems Engineer providing network design, configuration, security, documentation, and troubleshooting. Responsible for large scale IP and IP/MPLS network implementations. Design and implementation of complex firewall, VPN and IPS systems.

Network Engineer

Lead engineer overseeing the install and configuration of LAN/WAN networking equipment. Managed the deployment of several carrier class networks including broadcast IP Video and Voice over IP for over 10,000 subscribers in a service provider environment. Primary engineer for firewall and DHCP/DNS security in the ISP network.

Internet Technology Specialist

Participated and managed the design and implementation of several large, fixed wireless (Licensed and Unlicensed) data networks for voice and data access to subscribers in an ISP network. Designed and installed access network architecture for broadband DSL, Cable, and Wireless access.

Education, Certifications & Qualifications:

Brocade Networks Certified Network Professional (BNCNP) Brocade Networks Certified Network Engineer (BNCNE)

Brocade Networks Certified Ethernet Fabric Professional (BCEFP) Cisco Certified Network Associate (CCNA)

Cisco Certified Design Associate (CCDA)
Extreme Networks Specialist (ENS)
Juniper Networks Certified Internet Specialist - Enterprise Routing and Switching (JNCIS-ENT)
Juniper Networks Certified

Junos Associate (JNCIA-Junos)
Palo Alto Networks Certified Network Security Engineer (PCNSE)

TRAVIS SALSURY, SECURITY OPERATIONS CENTER MANAGER

Summary:

21 years of experience in Security Operations Center; network penetration testing; Windows Server administration; data recovery and digital forensic work; software and hardware installation, configuration, support, and diagnostics.

Experienced with multiple technologies in Windows XP, Windows 7 and 8; Windows Server 2003, 2008, 2010, and 2012; Linux/Unix and IOS, Tenable/Nessus/Security Center, MixMode, Carbon Black, Metasploit/Nexpose, AD Audit+, AD Manager+, Exchange Audit+, AlienVault, EMC Discovery Manager, ASR SMART for Linux, Access Data Forensic Toolkit, FTK, Helix (Linux), Knoppix (Linux), Custom Hash Databases, Windows Forensic Toolchest, and MS Office Suite.

***Experience*:**

Security Operation Center Manager

Lead Security Operations Center team. Manage, deploy, and monitor technology and processes for managed security services. Vulnerability Management, Penetration Testing, Endpoint Security, Network Monitoring, Incident Response, and security event/log analysis.

IT Security Engineer

Monitored, managed, and deployed multiple emailing systems, web filtering, BitLocker, AD infrastructure, AlienVault/OSSIM and vulnerability and patch management.

Network Engineer

Use network monitoring tools and daily server checks to check network health. Managed Symantec Endpoint Protection.

Network and Forensic Analyst, Data Recovery Technician, and Microcomputer Specialist 2 and 4

Acquire, examine, analyze, and report on digital evidence including network forensics. Data recovery, asset coordination, security policy consultation, threat analysis and patch management from damaged or destroyed electronic media. Perform LAN, build-out services and supported workstations, LANs, and software integration.

Education, Certifications & Qualifications:

CompTIA A+

DAVID GRIFFIN, SENIOR SECURITY OPERATIONS CENTER ANALYST

Summary:

4 years of experience in Help Desk, Network Operations Center, Patching, Endpoint Security, System Backups, and Server Builds.

Experienced with many technologies including Windows XP, Windows 7, 8.1 and 10; Windows Server 2003 - 2016; Linux/Unix and IOS, Tenable/Nessus/Security Center, PDQ Deploy and Inventory, MixMode, Carbon Black, FortiManager, Cylance, Nmap, MS Office Suite, N-Able (n-central), O365, MSP 360 (Backup), VMware, and PRTG network monitoring.

Experience:

Security Operations Center Analyst

Manage, deploy, and monitor technology and processes for managed security services. Patching, endpoint security, incident response, manage backups, server builds and security event/log analysis.

Education, Certifications & Qualifications:

Microsoft Technology Associates Networking Fundamentals (MTA)

CompTIA A+

BRIAN MINOR, SENIOR SECURITY OPERATIONS CENTER ANALYST

Summary:

IT professional with over 25 years of experience supporting production environments in the telecommunications and banking sectors. Experienced with and written scripts/JCL/REXX for multiple operating systems including z/OS, Windows, AIX, HPUX, Solaris, RHEL, Ubuntu, CentOS, Kali, and z/Linux.

Experience:

SOC Analyst/Threat Hunting

Utilized threat intelligence tools to proactively identify, analyze, and mitigate security threats, ensuring the protection of critical systems and data.

Firewall Administration

Configured and monitored firewalls to safeguard network infrastructure, optimizing security policies to prevent unauthorized access and mitigate risks.

Script Automation

Developed and implemented custom scripts to automate repetitive tasks across various systems,

significantly reducing manual effort and minimizing errors. Leveraged scripting languages like Bash and Python to streamline processes such as data backups, system monitoring, and report generation, leading to increased efficiency and enhanced system reliability.

TYLOR LOVETTE, VCISO

Summary:

4 years of experience in security operations, project strategic road mapping, project development, design, implementation, and support.

Experience:

Governance Risk and Compliance Specialist

4 years of experience in risk management, disaster recovery planning, incident response planning, security program evaluation, CAB development policy/process/procedure development, maturity model creation, presenting to the executive board, and strategic road mapping.
Experienced with multiple security frameworks including NIST 800-53, NIST 800-171, CIS, ISO 27000, CMMC, and SOC 2 Compliance.

Security Auditor

Evaluating internal security systems, controls, and policies. Ensuring compliance with applicable laws and regulations. Writing technical reports that analyze/interpret audit results.
Virtual Chief Information Security Officer
Assessed and assisted in improving the cybersecurity posture and provide expert cybersecurity guidance and support to multiple organizations.

Education, Certifications & Qualifications:

Masters of professional studies Information Assurance Management
Kansas Racing and Gaming Commission License
CITI Research Methods Certification
CISSP Pending

Experience & Qualifications

RAVENii is transforming cybersecurity by "Humanizing the Hunt". We apply experienced human intuition to existing security solutions because we believe "Gray Matter" matters. Most organizations have made significant investments in security tools; however, have lacked the time, resources, or expertise to implement and realize the full value of these investments. RAVENii is tool agnostic which allows us to utilize and optimize our client's previous technology investments to achieve their cybersecurity requirements.

By monitoring the entirety of the IT environment, RAVENii moves beyond the sphere of security breaches; providing the most comprehensive discovery, analysis and mitigation of threats associated with an organization's presence. Our platform combines advanced analytics to assist in understanding attacks, assessing risks, and acting against digital threats.

The RAVENii Team is pleased to participate in the City of Joplin's Request for Proposal for Co-Managed Network Services and Upgrades. RAVENii plans to provide 24x7x365 professional security monitoring and response, follow best security practices, recommend best security practices when necessary, and support other security services for the City's network and security related technical infrastructure.

RAVENii is prepared and qualified to serve as an extension of your team by providing not only the centralized monitoring and alerting platform to integrate with the City's current toolset, but also the

security specialists to monitor the platform, inform the City of high and critical alerts and assist with remediation plans.

It is RAVENii's intent to partner and grow with the City as you mature your security program. Our service offering includes the following per the request of the City of Joplin:

- Endpoint Security Monitoring & Anti-Virus/Anti-Malware Protection.
- Server and Workstation Security with advanced threat protection, virus/malware protection, and visibility into encrypted traffic.
- Network Protection for the City's cloud-based DNS connections, network, and users from cyber attacks at the domain level.
- Daily Health & Safety Checks to monitor unauthorized login attempts and run system vulnerability checks.
    - Run comprehensive scans of the City's systems and logs to identify potential problems in advance.
- Weekly Reporting with a detailed report on the health and security of the City's critical IT assets
- 24/7 Monitoring – deliver information to the City quickly about errors and highlight problems that need attention.
- Quarterly Assessment with onsite visit to physically inspect the City's infrastructure, perform a network and security assessment and ensure the City's technology is properly aligned to best practices and business goals.
- Annual Cybersecurity Training onsite for all City employees and City Council members that use a computer.
- Annual Penetration Testing | Periodic Phishing & Security Tests – campaign reports to be delivered to the City IT Director. Follow-up training plans and recommended best practices for repeat offenders. KnowBe4
- Firewall IPS/IDS with 24/7 Monitoring and threat detection.
- Long-term Network Advisement and Infrastructure Enhancement.
- Incident Response Plan Creation & Preparation – coordinate and train the City's IT staff on Incident Response roles and participation responsibilities. Annual 'exercise' on incident response and mitigation plan.
- Air Gap Backup & Recovery – assist the City's Network Administrator with existing backup appliance and advise on enhancements.
- SOC as a Service for Cybersecurity – establish systems and controls to satisfy SOC reporting requirements as it relates to the Cybersecurity framework and monitoring.

RAVENii's SOC as a Service

RAVENii's SOC as a Service (SOCaaS) delivers powerful threat detection, incident response, and compliance management in one fully managed service. We combine all the security capabilities needed for effective security monitoring across your cloud and on-premise environments like:

- Asset discovery
- Continuous Internal and External Vulnerability management
- Intrusion detection
- Endpoint detection and response
- Behavioral monitoring
- SIEM log management
- Compliance reports

RAVENii's Managed SOC provides:

- 24x7 monitoring
- System alerts

- Security alerts
- Prioritization of risks
- Remediation recommendations
- Troubleshooting
- 24x7 dashboard access for reporting
- Monthly executive briefings with RAVENii SOC subject matter experts
- RAVENii C-Level access and support
- Dedicated account & project manager for onboarding and account maintenance
- Co-managed, shared dashboards

RAVENii's SOCaaS eliminates the need to deploy, integrate, and maintain expensive solutions like a SIEM and maximizes your existing security investments like your firewall and anti-virus by including their logs in our analysis. SOCaaS offers low total cost of ownership (TCO) and flexible, scalable deployment options for municipalities like the City of Joplin.

RAVENii's SOC team will serve as the eyes for the City of Joplin when monitoring the City's network environment. The RAVENii SOC team will also serve as the voice for the City of Joplin by informing you of business-critical alerts and providing you consistent and meaningful reporting to share with your executives and board members that shows the status of your security posture and your roadmap for improvement. Lastly, RAVENii has partnered with MixMode to serve as the heart of our SOC platform and the nose for sniffing out the anomalies in the City's network.

RAVENii's Soc as a Service solution and technology we are proposing is powered by MixMode and its patented 3rd Wave Artificial Intelligence. It is the only platform with Real Time 3rd Wave AI and is in a classification all on its own.

DARPA (Defense Advanced Research Projects Agency) and the US Department of Defense define 3rd Wave Artificial Intelligence as:

1. Unsupervised
2. Context-aware
3. Predictive
4. Generative AI

MixMode is the only security platform that meets DARPA's 3rd wave AI criteria and delivers Negative Time to Detection. Meaning…RAVENii's SOCaaS Monitoring solution can identify Zero-Day Attacks in Real Time.

Zero-Day attacks have drastically increased by over 600% in the last few years with no signs of slowing down. Zero-Day Attacks are extremely difficult to catch because they do not have a threat signature. Traditional security tools operating with 1st & 2nd Wave AI functionality rely on threat signatures and historical data to identify anomalies. DARPA says 1st & 2nd Wave AI technology is unreliable, after the fact, dependent on human intervention, and does not have predictive threat detection capability.

Another cost saving feature of the MixMode platform is the fact that it serves as a multi-point tool. It replaces the need for SIEM, NDR & NTA solutions.

A third-wave self-supervised AI solution like MixMode mitigates many of the issues inherent to SIEM platforms. MixMode accomplishes the following:

- Creates a generative, responsive, real-time network baseline within a week without the need for humans to configure or tune the system.
- MixMode is a software-based system that does not rely on appliances.
- Is context-aware and triggers fewer false positives and catches more actual threats.
- Is not dependent on logging and reports that attract hackers and take up security analysts' time.

- Requires less human input and interaction, reducing the risk of human error and increasing overall team efficiency.

RAVENii's Log Storage Service is included with SOCaaS and will be fully managed for the City. RAVENii will collect the City's logs along with:

AI Analytics

Up to 5TB raw logs per month

30 days hot storage

1-year cold storage

1 hardware sensor

24/7 SOC monitoring

Monthly reporting

Ticket System

1 export of raw logs per quarter ($300 per additional export)

Another best security practice that RAVENii will include with SOCaaS is Vulnerability Management. RAVENii's Vulnerability Management Solution provides visibility into your network so you can manage and measure your cyber risk. This vulnerability analytics solution is built on leading technology to give you a comprehensive view of your attack surface so you can discover unknown assets and prioritize vulnerabilities within your network.

RAVENii's Vulnerability Management Solution will provide:

- Access to advanced analytics, user customizable dashboards, reports, and workflows.
- Access to real-time insight to help prioritize patching.
- Access to vulnerability prioritization to determine the likelihood a vulnerability will be exploited in your unique environment.
- Continuous asset discovery capabilities for all mobile devices, physical, virtual and cloud instances on the network, including unauthorized assets. This is done on a weekly basis as discovery scans are run.
- Capabilities to perform non-credentialed and credentialed scanning for deep analysis and configuration auditing.
- Capabilities to perform agent-based scanning for mobile and hard to reach assets.
- Access to compliance validation of business defined standards, industry standards and regulatory mandates, such as CERT, DISA, STIG, DHS CDM, FISMA, PCI DSS, HIPAA/HITECH, etc.
- Vulnerability advisory and monthly review.

All active RAVENii SOCaaS clients have RAVENii's Incident Response Team on retainer. Once the City declares an incident, RAVENii will have a team assembled and available to stop the bleeding for the City in less than 30 minutes.

All active RAVENii SOCaaS clients also benefit from having a team of security subject matter experts focused on their environments and making sure they are following security best practices. We will serve as an extension of your team to help you support your security goals. We will educate you about security and compliance, talk to you about risks, help you prioritize remediation efforts, and ultimately teach you how to sustain a healthy security program moving forward.

RAVENii's Managed Endpoint Protection

The RAVENii Managed Endpoint Protection Service helps businesses block threats and other attempts to gain access into their networks. RAVENii will defend all access points with 24/7 monitoring for any malicious activity.

The service follows security best practices and ensures that the endpoints of security; the client devices, are protected against advanced threats, keeping networks running and corporate assets safe. With RAVENii's Managed Endpoint Protection Service you can protect your intellectual property, customer data, and reputation. You can also devote more IT resources to your core business.

RAVENii's Managed Endpoint Protection Service includes:

Malware Protection

Internet Filtering

Device lockdown, alarming and wiping

Device Tracking and Reclamation

Daily Asset Inventory of hardware and software

Microsoft OS patching

3rd Party Application patching

24x7 monitoring

24x7 Event Log Collection

Daily backup of folders or entire systems

Regular executive indicator and reporting debriefs

Access to RAVENii's Security Incident Response and Management Team

Anytime/Anywhere management of endpoints

RAVENii will provide 24x7 Management and Monitoring of the City's endpoint protection software for all endpoints within the City's scope.

RAVENii will:

- Notify customer of security issues identified for all endpoints/devices in scope;*
- Provide remediation of security issues identified for all endpoints/devices in scope;*
- Provide a Root Cause Analysis of security issues identified for all endpoints/devices. The RCA will outline the details of discovery and remediation for issues related to endpoints/devices;
- Review and recommend updates to agents, and support for agent and console issues related;
- Open and manage Support issues related to the functionality of subscribed endpoint protection products on behalf of the customer until resolution.
- Other (Out of Scope) Services will be mutually agreed upon. Incident Response is considered Out of Scope on any Customer endpoint/device that the Customer creates exceptions or deviations to the configuration guidelines for the endpoint protection product.

* Everything related to a virus being detected by the endpoint protection product managed by RAVENii is in scope. The definition of an In Scope incident is something that is detected by RAVENii on an endpoint/device with their endpoint protection product deployed on it in the Customer's environment that requires remediation action. RAVENii will quarantine, contain, or clear any endpoint/device as long as RAVENii has access to the endpoint/device.

RAVENii's Network Security Monitoring

RAVENii offers 24X7 Network Security Monitoring of your network and strongly recommends deploying this solution in your environment. Our platform utilizes context-aware AI, a dynamic network baselining technology which allows us to identify pre-attack behavior and stop attacks before they happen.

A full baseline of your typical network behavior can be created in just 7 days. This allows us to see your entire attack surface. Having this greater transparency allows for faster detections, better correlation, and less noise so you can focus on what matters. The AI functionality eliminates 95% of the false positive alerts that typically send IT teams down the wrong track. The value to you is real and actionable threats to focus on, not distractions and wild goose chases.

RAVENii will monitor all of your network traffic, incoming, outgoing, and local in the cloud, on premise, or in hybrid environments. With full layer 2-7 visibility, full packet capture, and deep packet inspection, we can give you the visibility you need to see and take action before damage is done.

RAVENii will enhance your security by doing the following:

- Establishing an evolving baseline of acceptable network behavior for anomaly detection in 7 days or less, without requiring months of historical data, human intelligence or forensics;
- Providing predictive and "zero day" threat, attack, and anomaly intelligence layer without human intervention; and
- Delivering an average of 95% reduction in false positive alerts.

RAVENii's Network Security Monitoring Service Includes …

- Malware detection with built-in threat intelligence;
- Real-time attack surface measuring;
- Real-time on-the-wire passive vulnerability assessment and threat monitoring;
- Real-time indicator of compromise alerting;
- Real-time detection of botnet and command & control traffic;
- Forensics;
- Trending Data;
- Access to RAVENii's Security Incident Response and Management Team; and
- Access to RAVENii's web based SOC for managed devices, workflows, alerting and incidents.

RAVENii's External Penetration Test & Quarterly Scans

RAVENii's Certified Ethical Hackers will perform External Network Penetration Tests to discover, actively exploit, and report vulnerabilities to the City about the health of its network environment.

RAVENii has adopted a methodology based on guidance provided by the Penetration Testing Execution Standard (PTES, www.pentest-standard.org). Penetration tests are conducted following this methodology and documentation, where applicable, and will be conducted to support the findings contained in the report.

RAVENii's Managed Security Awareness & Phishing Training

RAVENii will provide the Managed Security Awareness Training licensing and manage the training platform for the City of Joplin. This service follows best practices for educating your human firewall on how to treat your sensitive data and be security aware. Management of your Security Awareness Training platform will include:

- Ongoing security awareness training & testing to ensure the Customer's employees understand and exhibit the necessary behaviors and skills to help protect the security of the organization.
- Coordination with Customer's Security & Compliance Teams to ensure training meets the Customer's business requirements.
- Training to all City employees and Council members on how to utilize secure authentication, how to identify social engineering attacks, how to identify and properly manage sensitive data, how to identify causes for unintentional data loss, how to identify the most common indicators of an incident, etc.
- Remediation plans for repeat offenders.
- Campaign and status reports.

The Managed Security Awareness Training platform also includes:

- Initial Onboarding
- New Hire Onboarding
- Offboarding
- User Management & Support
- Phishing Campaigns (up to 12 per year)
- Full access to content library, including Compliance training modules

RAVENii's Firewall IPS/IDS with 24/7 Monitoring

RAVENii will monitor the City of Joplin's firewalls 24/7 and provide daily alerting and weekly/monthly reporting.

- RAVENii will monitor the firewalls daily for uptime, usage, and overall health of the system interface.
- RAVENii will perform ongoing firewall traffic analysis.
- RAVENii will monitor the firewall manufacturer's site for system updates/upgrades, provide a summary of the possible effects, and will seek approval from the City before proceeding with the work.
- RAVENii will provide technical analysis of the firewall systems to ensure the City is leveraging the best practice functionalities of the tool for security purposes.
- RAVENii will provide a Best Practice Assessment for newly acquired firewall assets as they are integrated into the City's network.
- RAVENii will provide a Best Practice Assessment for all firewall assets on an annual basis.

RAVENii's Backup Management Solution

The following details define RAVENii's Backup Service that we recommend for the City of Joplin:

- Service provided utilizing Syxsense
- Centralized management console
- Agent based
- Full back up with differentials to follow
- Cloud & Local backups

- File based backups & restores
- Image based backups & restores
- Office 365 mailbox backups
- Individual email restores
- Customized scheduling
- Customized retention policy & restore times
- Local Backups per device as required

*NAS/SAN for local backups must be provided by customer

RAVENii will initiate restore requests within 4 business hours from the receipt of the request. Restore requests will be done during regular business hours: Monday through Friday from 8 am – 5 pm. Restore time is dependent upon the amount of data to be restored.

All data restore requests should be submitted to RAVENii via a support ticket through our web-based service desk.

RAVENii's vCISO Advisory Program

The City of Joplin has requested recommendations for tools and/or security best practices to follow in this RFP. RAVENii always recommends our vCISO Advisory Program to anyone interested in building or fortifying a security program. We recommend it to anyone wanting a thorough audit of your current state of security as well as for strategizing and building a roadmap for your end state goal.

RAVENii believes a complete and sound security program consists of policies and procedures that govern the use of security tools. RAVENii's vCISO program is a 12-month advisory service designed to evaluate your current security footprint, expose your security vulnerabilities, create a full set of security policies, and facilitate a plan of action to continually be improving your security posture.

RAVENii's vCISO program follows the Top 18 CIS Controls, a set of prioritized security actions that aid in finding ways to stopping today's most dangerous attacks. The 18 Controls cover most cyber-attack vectors and takes leading threat data from forensic experts across all industries and transforms it into actionable controls to achieve a better overall cybersecurity defense.

RAVENii's vCISO program will:

- Evaluate, create, and direct an Information Security Program Plan for the City of Joplin;
- Itemize, catalogue, evaluate and, as necessary, further develop your Information Security Policies and Procedures;
- Identify and confirm your vulnerabilities to information systems from internal and external threats by auditing the current architectures and system configurations;
- Itemize, quantify, and rank your information security risks, based upon the potential impacts to the organization;
- Minimize or eliminate business risks and exposures by identifying short- and long-term options and solutions for remediation of identified vulnerabilities;
- Determine the appropriate approach to develop or improve upon your existing Information Security program;
- Establish and/or evaluate Security Policies & Procedures to govern the security of your network, data, and applications;
- Ensure that security programs are in compliance with applicable laws, regulations, and policies to minimize or eliminate risk and audit findings;

- Develop an incident response plan with key staff, including incident response plan documentation developed specifically for your existing infrastructure; and
- Assist the City in determining and mitigating third party vulnerabilities.

Four (4) hours per month of vCISO level consulting activities. Example activities include, but are not limited to the following:

- Identification of priority action items to close gaps quickly
- Strategic Roadmaps with Level of Effort (LOE)
- Maturity modeling gaps to help show business context
- Network infrastructure segmentation & architecture planning
- Creation of Incident Response Plan & Communications Plan
- Table Top testing for Incident Response
- Security Policy & Process Creation
- Security Tools Assessment
- Security Program Evaluation
- Security Program Development
- SOC2 Audit Preparation Assistance
- Vendor Management Program
- Regulatory and Compliance Issues
- Critical Security Controls
- Map to CJIS Controls

RAVENii's Deliverables--

RAVENii will provide the following deliverables to the City:

- ✓ Endpoint Security - Managed Endpoint Protection as listed above
- ✓ Server and Workstation Security
- ✓ Network Protection - Managed Endpoint as listed above.
  - Daily Health Checks
  - Weekly Operational Reporting
  - Monthly Executive Reporting
- ✓ Network Protection as listed above.
  - Daily Health Checks
  - Weekly Operational Reporting
  - Monthly Executive Reporting
- ✓ Daily Health & Safety Checks
- ✓ Weekly Reporting
- ✓ 24/7 Monitoring
- ✓ Quarterly Assessment - External Penetration Test with Quarterly External Scans as above.
  - This report outlines any exceptions identified during the external penetration testing periods as well as recommendations to mitigate those risks.
- ✓ Annual Cybersecurity Training (Onsite)
  - Managed Security Awareness Training as listed above.
  - Level 1 & 2 Support* (RAVENii will serve as the escalation path for Level 3 Support with Managed Security Awareness Training)
  - Monthly Executive Report

- Mapped to Critical Security Controls (vCISO clients)

✓ Annual Penetration Testing & periodic Phishing & email Security tests

✓ Firewall IPS/IDS with 24/7 Monitoring as listed above.
- Daily Health Checks
- Weekly Operational Reporting
- Monthly Executive Reporting

✓ Long-Term Network Advisement and Infrastructure Enhancement

✓ Incident Response plan & preparation

✓ Air Gap Backup & Recovery - Managed Backup services as listed above.
- Daily Health Checks
- Weekly Operational Reporting
- Monthly Executive Reporting

✓ SOCaaS as listed above.
- Daily Health Checks
- Weekly Operational Reporting
- Monthly Executive Reporting

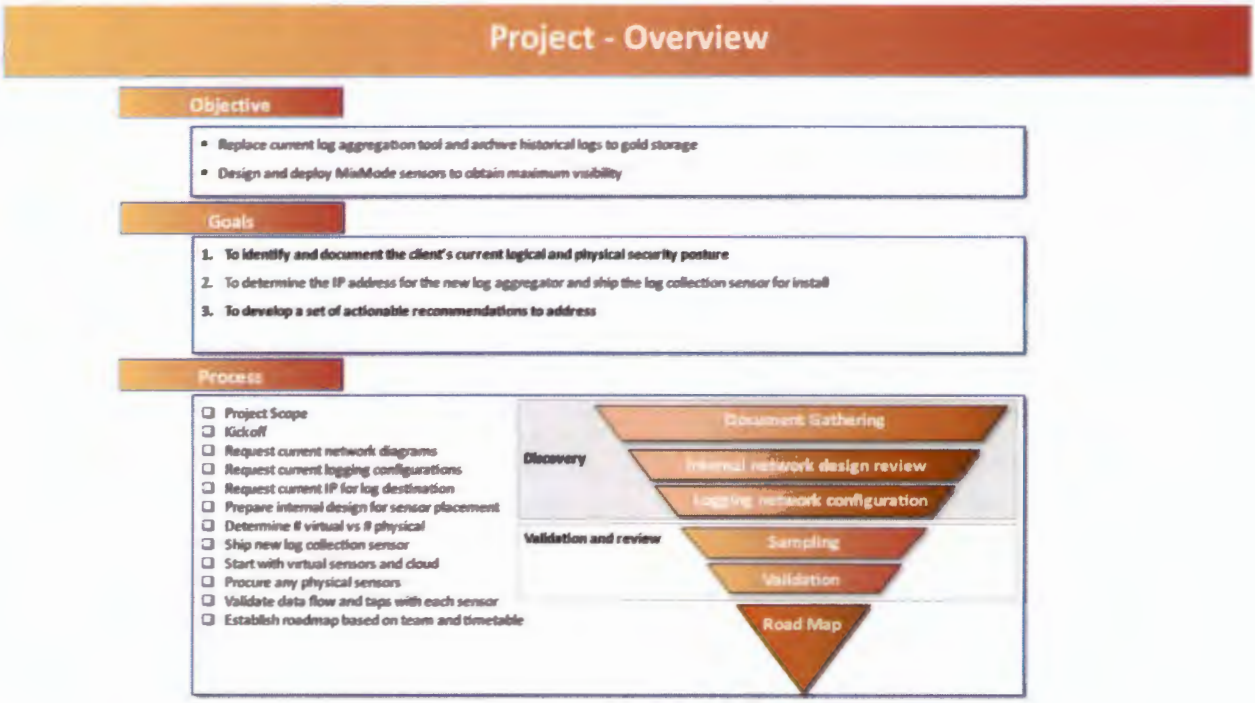
✓ vCISO Advisory Service as listed above.
- Compliance Framework Assessments, Analysis, and Mapped to CJIS.

✓ Web-based Service Desk to open tickets, track workflows, manage devices, alerting and incidents.

✓ Reporting as needed for business or compliance requirements.

RAVENii's Examples & Samples

SAMPLE PROJECT PLANS & TIMELINES



SAMPLE TRACKING NOTES



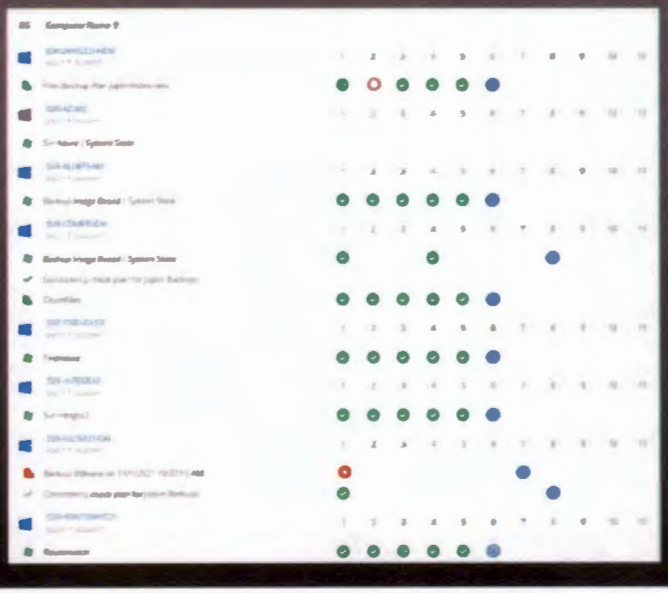
SAMPLE REPORTS & DASHBOARD ACCESS

Backup

Jobs Operating Normally

Storage Capacity
Joplin: 98 TB



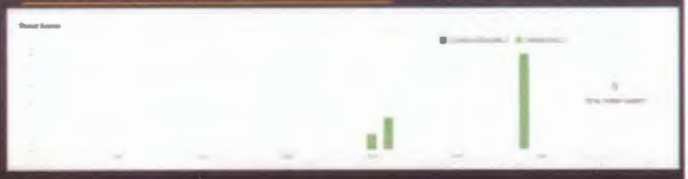


Endpoint

Possible threats found last 30 days : 9 (pups)

- TBOLANDER-WS
  - OneLaunch - ManualsLibrary_3wqdu.exe

Endpoint Status



- Installed on 407 devices
- Secondary policy in place for memory actions that are too aggressive

Total Files Analyzed
74,974,932

Patching

September-October



Progress

- Device Count:
  - Currently at 401
- A device scan for patches was setup on weekly basis
- Non Critical servers are restarting middle of the night (Friday-Saturday)
- Patches are approved once investigated as they come out.
  - restart window for endpoints set as well (after 10pm)
- 67 devices offline

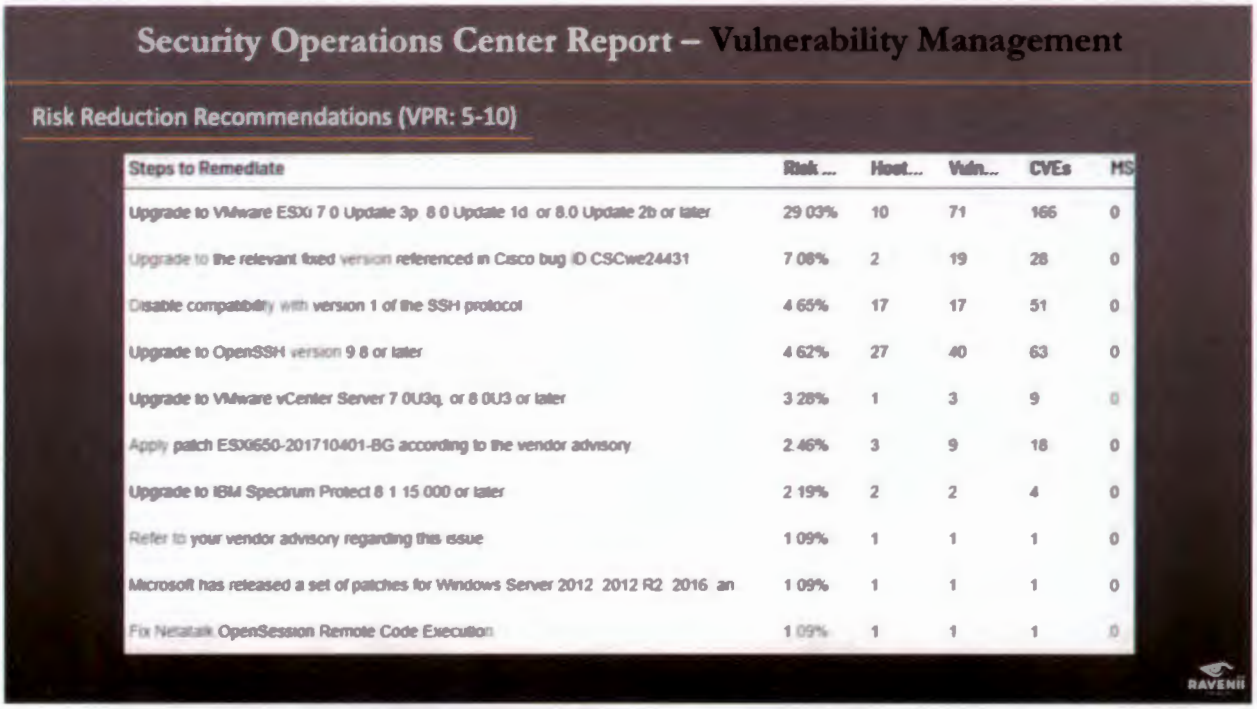
Security Operations Center Report – Vulnerability Management

Mitigation Summary - Vulnerabilities by Severity

	Total Mitigated	Mitigated <10d	Mitigated 10-30d	Mitigated >30d	Total Unmitigated	Exploitable	Patch Available	Exploitable Hosts
Total Vulnerabilities	1,164	52%	35%	13%	2,495	14%	23%	264
Critical	18	22%	11%	67%	54	9%	100%	5
High	259	54%	36%	9%	335	27%	69%	64
Medium	818	56%	33%	12%	1,444	16%	20%	220
Low	69	20%	52%	28%	662	1%	0%	7

- Total Vulnerabilities Mitigated this month: 31.81%, up 2.41% from last month.
- Critical Vulnerabilities Mitigated this month: 25.00%, up 2.03% from last month.
- High Vulnerabilities Mitigated this month: 43.60%, up 2.12% from last month.
- Medium Vulnerabilities Mitigated this month: 36.16%, up 1.84% from last month.
- Low Vulnerabilities Mitigated this month: 9.44%, up 4.13% from last month.

IPs scanned: 847



Security Operations Center Report – Vulnerability Management

Risk Reduction Recommendations (VPR: 5-10)

Steps to Remediate	Risk ...	Host...	Vuln...	CVEs	MS
Upgrade to VMware ESXi 7 0 Update 3p 8 0 Update 1d or 8.0 Update 2b or later	29 03%	10	71	166	0
Upgrade to the relevant fixed version referenced in Cisco bug ID CSCwe24431	7 08%	2	19	28	0
Disable compatibility with version 1 of the SSH protocol	4 65%	17	17	51	0
Upgrade to OpenSSH version 9 8 or later	4 62%	27	40	63	0
Upgrade to VMware vCenter Server 7 0U3q, or 8 0U3 or later	3 28%	1	3	9	0
Apply patch ESXi650-201710401-BG according to the vendor advisory	2 46%	3	9	18	0
Upgrade to IBM Spectrum Protect 8 1 15 000 or later	2 19%	2	2	4	0
Refer to your vendor advisory regarding this issue	1 09%	1	1	1	0
Microsoft has released a set of patches for Windows Server 2012 2012 R2 2016 an	1 09%	1	1	1	0
Fix Netatalk OpenSession Remote Code Execution	1 09%	1	1	1	0

RAVENii

SAMPLE COMMUNICATIONS PLAN

RAVENii

RAVENii Security Operation Center
Communications Plan

RAVENii Security Operation Center

[illegible]

Customer Information

Company Name

Primary Contact

Name	Email	Phone

Additional Contacts

Name	Email	Phone

RAVENii SOC will only communicate and share information with contacts listed on this form. It is the client's responsibility to notify RAVENii SOC of employees that need added or subtracted from the list. Please email employee change requests to support@ravenii.com.

Weekly Communications

RAVENii SOC will send a 'health & wellness' weekly summation via email to the contacts listed above. This email focuses on lower-level alerts that require your attention but are not considered business critical such as clear text passwords being seen on wire.

Customer Communication Plan for Alerts

RAVENii SOC will notify the contacts listed above for alerts that are ranked 10. An alert that is ranked 10 is typically a breach attempt or a malfunction in the network that could bring the environment down. In the event of a 10 alert, RAVENii SOC will:

1. Call the Primary Contact listed above at the phone number provided;
2. Email the entire customer contact list about the alert; and
3. Open a bridge and offer troubleshooting assistance when needed.

9644 Marion Ridge
Kansas City, MO 64137
844 317 0944
RAVENii.com

RAVENii

Contacting RAVENii Security Operation Center

In the event that you need to contact the RAVENii SOC, below are three options based on the severity of your request.

1. Go to https://ravenii.maxdesk.us/ and create an account from the registered email domain. This is the preferred method of managing all non-outage issues and requests. Once this is created customers can create tickets by clicking on the Submit Ticket button. Tickets can be created for any incident, support request or sales questions. Customers can track and update all open tickets from this self-service portal.
2. Email support@ravenii.com with the Email Subject as a brief description of the ticket and add any ticket details in the Body of the email. This will also open a ticket in the web-based service desk portal.
3. Customers can call RAVENii Service Operations Center 24/7 at 844-317-0944 #2 to open requests with a support representative. This is the preferred method for issues needing immediate attention; like service or business impacting issues. The support representative will immediately engage the correct engineering team for your service and SLA to resolve any issues.

References

RAVENii serves as the Security Operations Center and Managed Security Services Provider for the following clients:

City of Pheonix

Mitchell Kohlbecker

(602) 261-8001

mitchell.kohlbecker@phoenix.gov

Kansas City Public Schools

Anthony Roberts

(913) 568-6475

aroberts@kcpublicschools.org

Raytown Schools

Bryan Casey

(816) 268-7136

bryan.casey@raytownschools.org

Pricing

Option 1

RAVENii does not package and price our services in the same manner as outlined in the City's

Request for Proposal. We have added our description next to yours so we can provide the most accurate bid possible.

Based on the information provided by the City of Joplin, we are confident we can support and co-manage the security infrastructure for the City. Pricing is an estimation only and is subject to change. RAVENii will require more information about the City's current state of security and detailed descriptions of your toolset before we can provide a firm quote.

City of Joplin | Item Description	RAVENii | Item Description	Monthly Bid Price
Endpoint Security	Managed Endpoint Protection | 550 Endpoints	
Server and Workstation Security	Network Security Monitoring/Managed Endpoint Protection	
Network Protection	Network Security Monitoring | 500 Mbps	
Daily Health & Safety Checks	SOCaaS	
Weekly Reporting	SOCaaS	
24/7 Monitoring	SOCaaS	
Quarterly Assessment	External Penetration Test & Quarterly Scans | 4 Tests | sub 256 IPs	
Annual Cyber-Security Training	Security Awareness Training | 550 Users	
Annual Penetration Testing & Periodic Phishing & Email Security Tests	External Penetration Test & Quarterly Scans / Managed Security Awareness Training	
Firewall IPS/IDS with 24/7 Monitoring	Firewall Monitoring	
Long-term Network Advisement and Infrastructure Enhancement	vCISO Advisory Program	
Incident Response Plan & Preparation	vCISO Advisory Program	
Air Gap Backup & Recovery	Managed Backup Solution | 100 Devices	
SOC for CyberSecurity	vCISO Advisory Program	
TOTAL		**$19,693.56 / Month**

**Pricing is based on RAVENii providing licensing, hardware where applicable and monitoring. Pricing is also based off utilization (user, IP, bandwidth, device, etc.). If the City exceeds utilization, RAVENii will work with you to right size the environment or add more resources before charging any overage fees. Special configurations for departmental needs may increase cost. See rate card below.*

RAVENii rate schedule for services beyond the scope of activities as listed in this proposal:

- Monday – Friday, 8am-5pm: $250/hour
- Incident Response: $400/hour

CITY OF JOPLIN
IT CO-MANAGED NETWORK SERVICES
FINAL OVERALL AVERAGE SCORE
5-Apr-25

Vendor Name	Score	Score	Score	Score	Score	Total Score	Overall Avg Score
RAVENii	98	100	95	96	90	479	95.8
EDGEFI	55	63	58	54	57	287	57.4
BUZZCLAN	54	55	57	46	54	266	53.2

STATEMENT OF WORK
RAVENII MANAGED SECURITY & SOC SERVICES & VCISO ADVISORY PROGRAM

This Statement of Work (this "SOW"), under the Master Services Agreement between the City of Joplin, a Missouri municipality ("Customer") and RAVENi, L.L.C., a Missouri limited liability company ("RAVEN") dated **06/01/2025** (the "Agreement") is entered into as of the SOW Effective Date set forth below. The terms and conditions of the Agreement are hereby incorporated herein by reference. In the event of a conflict between the Agreement and the SOW, the terms of the Agreement shall prevail, unless the SOW expressly references the specific provision in the Agreement to be modified by the SOW. Al capitalized terms that are used but not defined in this SOW shall have the respective meanings given to them in the Agreement.

1. SOW Term. The term of this SOW shall begin effective as of the following SOW Effective Date: June 1, 2025

The SOW this Agreement shall commence on the Effective Date and continue for an initial period of three (3) years (the "Initial Term"), unless earlier terminated in accordance with the provisions herein. Upon expiration of the Initial Term, Client shall have the option to renew this Agreement for up to two (2) additional one-year periods (each, a "Renewal Term"), by providing written notice to Service Provider at least thirty (30) days prior to the expiration of the Initial Term or then-current Renewal Term. The Initial Term and any Renewal Term(s) shall collectively be referred to as the "Term." The terms and conditions of this Agreement shall apply throughout any Renewal Term, unless otherwise agreed to in writing by both parties.

Customer may terminate this SOW prior to the end of the three-year term, upon thirty (30) days written notice to RAVENii and payment by Customer to RAVENii an early termination fee in the amount of ½ the remaining contractual amount. Customer may change the initial Tier structure upon thirty (30) days written notice to RAVENii.

2. Description of Services. RAVENii shall perform the following Services, and any other services as may be requested from time to time, including modifications to the Services set forth herein, in accordance with the terms and conditions set forth in the Agreement and in this SOW:

RAVENii's SOC as a Service
RAVENii's SOC as a Service (SOCaaS) delivers powerful threat detection, incident response, and compliance management in one fully managed service. We combine all the security capabilities needed for effective security monitoring across your cloud and on-premise environments like:

- Asset discovery
- Continuous Internal and External Vulnerability management
- Intrusion detection
- Endpoint detection and response
- Behavioral monitoring
- SIEM log management
- Compliance reports

RAVENii's Managed SOC provides:

- 24x7 monitoring

- System alerts
- Security alerts
- Prioritization of risks
- Remediation recommendations
- Troubleshooting
- 24x7 dashboard access for reporting
- Monthly executive briefings with RAVENii SOC subject matter experts
- RAVENii C-Level access and support
- Dedicated account & project manager for onboarding and account maintenance
- Co-managed, shared dashboards

RAVENii's Managed Endpoint Protection

The RAVENii Managed Endpoint Protection Service helps businesses block threats and other attempts to gain access into their networks. RAVENii will defend all access points with 24/7 monitoring for any malicious activity.

The service follows security best practices and ensures that the endpoints of security; the client devices, are protected against advanced threats, keeping networks running and corporate assets safe. With RAVENii's Managed Endpoint Protection Service you can protect your intellectual property, customer data, and reputation. You can also devote more IT resources to your core business.

RAVENii's Managed Endpoint Protection Service includes:

Malware Protection
Internet Filtering
Device lockdown, alarming and wiping
Device Tracking and Reclamation
Daily Asset Inventory of hardware and software
Microsoft OS patching
3rd Party Application patching
24x7 monitoring
24x7 Event Log Collection
Daily backup of folders or entire systems
Regular executive indicator and reporting debriefs
Access to RAVENii's Security Incident Response and Management Team
Anytime/Anywhere management of endpoints

RAVENii will provide 24x7 Management and Monitoring of the City's endpoint protection software for all endpoints within the City's scope.

RAVENii will:

- Notify customer of security issues identified for all endpoints/devices in scope;*
- Provide remediation of security issues identified for all endpoints/devices in scope;*
- Provide a Root Cause Analysis of security issues identified for all endpoints/devices. The RCA will outline the details of discovery and remediation for issues related to endpoints/devices;
- Review and recommend updates to agents, and support for agent and console issues related;
- Open and manage Support issues related to the functionality of subscribed endpoint protection products on behalf of the customer until resolution.

- Other (Out of Scope) Services will be mutually agreed upon. Incident Response is considered Out of Scope on any Customer endpoint/device that the Customer creates exceptions or deviations to the configuration guidelines for the endpoint protection product.

* Everything related to a virus being detected by the endpoint protection product managed by RAVENii is in scope. The definition of an In Scope incident is something that is detected by RAVENii on an endpoint/device with their endpoint protection product deployed on it in the Customer's environment that requires remediation action. RAVENii will quarantine, contain, or clear any endpoint/device as long as RAVENii has access to the endpoint/device.

RAVENii's Network Security Monitoring

RAVENii offers 24X7 Network Security Monitoring of your network and strongly recommends deploying this solution in your environment. Our platform utilizes context-aware AI, a dynamic network baselining technology which allows us to identify pre-attack behavior and stop attacks before they happen.

A full baseline of your typical network behavior can be created in just 7 days. This allows us to see your entire attack surface. Having this greater transparency allows for faster detections, better correlation, and less noise so you can focus on what matters. The AI functionality eliminates 95% of the false positive alerts that typically send IT teams down the wrong track. The value to you is real and actionable threats to focus on, not distractions and wild goose chases.

RAVENii will monitor all of your network traffic, incoming, outgoing, and local in the cloud, on premise, or in hybrid environments. With full layer 2-7 visibility, full packet capture, and deep packet inspection, we can give you the visibility you need to see and take action before damage is done.

RAVENii will enhance your security by doing the following:

- Establishing an evolving baseline of acceptable network behavior for anomaly detection in 7 days or less, without requiring months of historical data, human intelligence or forensics;
- Providing predictive and "zero day" threat, attack, and anomaly intelligence layer without human intervention; and
- Delivering an average of 95% reduction in false positive alerts.

RAVENii's Network Security Monitoring Service Includes …

- Malware detection with built-in threat intelligence;
- Real-time attack surface measuring;
- Real-time on-the-wire passive vulnerability assessment and threat monitoring;
- Real-time indicator of compromise alerting;
- Real-time detection of botnet and command & control traffic;
- Forensics;
- Trending Data;
- Access to RAVENii's Security Incident Response and Management Team; and
- Access to RAVENii's web based SOC for managed devices, workflows, alerting and incidents.

RAVENii's External Penetration Test & Quarterly Scans

RAVENii's Certified Ethical Hackers will perform External Network Penetration Tests to discover, actively exploit, and report vulnerabilities to the City about the health of its network environment.

RAVENii has adopted a methodology based on guidance provided by the Penetration Testing Execution Standard (PTES, www.pentest-standard.org). Penetration tests are conducted following this methodology and documentation, where applicable, and will be conducted to support the findings contained in the report.

RAVENii's Managed Security Awareness & Phishing Training

RAVENii will provide the Managed Security Awareness Training licensing and manage the training platform for the City of Joplin. This service follows best practices for educating your human firewall on how to treat your sensitive data and be security aware. Management of your Security Awareness Training platform will include:

- Ongoing security awareness training & testing to ensure the Customer's employees understand and exhibit the necessary behaviors and skills to help protect the security of the organization.
- Coordination with Customer's Security & Compliance Teams to ensure training meets the Customer's business requirements.
- Training to all City employees and Council members on how to utilize secure authentication, how to identify social engineering attacks, how to identify and properly manage sensitive data, how to identify causes for unintentional data loss, how to identify the most common indicators of an incident, etc.
- Remediation plans for repeat offenders.
- Campaign and status reports.

The Managed Security Awareness Training platform also includes:

- Initial Onboarding
- New Hire Onboarding
- Offboarding
- User Management & Support
- Phishing Campaigns (up to 12 per year)
- Full access to content library, including Compliance training modules

RAVENii's Firewall IPS/IDS with 24/7 Monitoring

RAVENii will monitor the City of Joplin's firewalls 24/7 and provide daily alerting and weekly/monthly reporting.

RAVENii will monitor the firewalls daily for uptime, usage, and overall health of the system interface.

RAVENii will perform ongoing firewall traffic analysis.

RAVENii will monitor the firewall manufacturer's site for system updates/upgrades, provide a summary of the possible effects, and will seek approval from the City before proceeding with the work.

RAVENii will provide technical analysis of the firewall systems to ensure the City is leveraging the best practice functionalities of the tool for security purposes.

RAVENii will provide a Best Practice Assessment for newly acquired firewall assets as they are integrated into the City's network.

RAVENii will provide a Best Practice Assessment for all firewall assets on an annual basis.

RAVENii's Backup Management Solution

The following details define RAVENii's Backup Service that we recommend for the City of Joplin:

- Service provided utilizing Syxsense
- Centralized management console
- Agent based
- Full back up with differentials to follow
- Cloud & Local backups
- File based backups & restores
- Image based backups & restores
- Office 365 mailbox backups
- Individual email restores
- Customized scheduling
- Customized retention policy & restore times
- Local Backups per device as required

*NAS/SAN for local backups must be provided by customer

RAVENii will initiate restore requests within 4 business hours from the receipt of the request. Restore requests will be done during regular business hours: Monday through Friday from 8 am – 5 pm. Restore time is dependent upon the amount of data to be restored.

All data restore requests should be submitted to RAVENii via a support ticket through our web-based service desk.

RAVENii's vCISO Advisory Program

The City of Joplin has requested recommendations for tools and/or security best practices to follow in this RFP. RAVENii always recommends our vCISO Advisory Program to anyone interested in building or fortifying a security program. We recommend it to anyone wanting a thorough audit of your current state of security as well as for strategizing and building a roadmap for your end state goal.

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- Establish and/or evaluate Security Policies & Procedures to govern the security of your network, data, and applications;
- Ensure that security programs are in compliance with applicable laws, regulations, and policies to minimize or eliminate risk and audit findings;
- Develop an incident response plan with key staff, including incident response plan documentation developed specifically for your existing infrastructure; and
- Assist the City in determining and mitigating third party vulnerabilities.

Four (4) hours per month of vCISO level consulting activities. Example activities include, but are not limited to the following:

Identification of priority action items to close gaps quickly
Strategic Roadmaps with Level of Effort (LOE)
Maturity modeling gaps to help show business context
Network infrastructure segmentation & architecture planning
Creation of Incident Response Plan & Communications Plan
Table Top testing for Incident Response
Security Policy & Process Creation
Security Tools Assessment
Security Program Evaluation
Security Program Development
SOC2 Audit Preparation Assistance
Vendor Management Program
Regulatory and Compliance Issues
Critical Security Controls
Map to CJIS Controls

Other (Out of Scope) Services

- All incident response is considered out of scope and will be billed at $400/hour.

3. List of Deliverables. RAVENii will provide the following deliverables to the City:
   - Endpoint Security - Managed Endpoint Protection as listed above
   - Server and Workstation Security
   - Network Protection - Managed Endpoint as listed above.
     - Daily Health Checks
     - Weekly Operational Reporting
     - Monthly Executive Reporting

- Network Protection as listed above.
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- Annual Cybersecurity Training (Onsite)
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    - Level 1 & 2 Support* (RAVENii will serve as the escalation path for Level 3 Support with Managed Security Awareness Training)
    - Monthly Executive Report
    - Mapped to Critical Security Controls (vCISO clients)
- Annual Penetration Testing & periodic Phishing & email Security tests
- Firewall IPS/IDS with 24/7 Monitoring as listed above.
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- Long-Term Network Advisement and Infrastructure Enhancement
- Incident Response plan & preparation
- Air Gap Backup & Recovery - Managed Backup services as listed above.
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- SOCaaS as listed above.
    - Daily Health Checks
    - Weekly Operational Reporting
    - Monthly Executive Reporting
- vCISO Advisory Service as listed above.
    - Compliance Framework Assessments, Analysis, and Mapped to CJIS.
- Web-based Service Desk to open tickets, track workflows, manage devices, alerting and incidents.
- Reporting as needed for business or compliance requirements.

4. Acceptance and Testing.
5. Service Fees. Customer shall pay RAVENii the fees and expenses set forth below.

Service Description	Fee/Price	Frequency
Endpoint Security	Managed Endpoint Protection | 550 Endpoints	

Server and Workstation Security	Network Security Monitoring/Managed Endpoint Protection	
Network Protection	Network Security Monitoring | 500 Mbps	
Daily Health & Safety Checks	SOCaaS	
Weekly Reporting	SOCaaS	
24/7 Monitoring	SOCaaS	
Quarterly Assessment	External Penetration Test & Quarterly Scans | 4 Tests | sub 256 IPs	
Annual Cyber-Security Training	Security Awareness Training | 550 Users	
Annual Penetration Testing & Periodic Phishing & Email Security Tests	External Penetration Test & Quarterly Scans / Managed Security Awareness Training	
Firewall IPS/IDS with 24/7 Monitoring	Firewall Monitoring	
Long-term Network Advisement and Infrastructure Enhancement	vCISO Advisory Program	
Incident Response Plan & Preparation	vCISO Advisory Program	
Air Gap Backup & Recovery	Managed Backup Solution | 100 Devices	
SOC for CyberSecurity	vCISO Advisory Program	
TOTAL		**$19,693.56 / Month**

**Pricing is based on RAVENii providing licensing, hardware where applicable and monitoring. Pricing is also based off utilization (user, IP, bandwidth, device, etc.). If the City exceeds utilization, RAVENii will work with you to right size the environment or add more resources before charging any overage fees. Special configurations for departmental needs may increase cost. See rate card below.*

RAVENii rate schedule for services beyond the scope of activities as listed in this proposal:

- Monday – Friday, 8am-5pm: $250/hour
- Incident Response: $400/hour

6. Work Location / Resources / Facilities. Except as set forth below or as otherwise agreed, RAVENii will perform the Services remotely and will provide all facilities, personnel, equipment, software, hardware and other resources necessary to provide the Service.

   To the extent Customer is required to provide equipment under this SOW, Customer hereby grants to RAVENii, solely for the purpose of performing the Services, the right to access and use such Customer-owned/leased equipment to provide the Services and RAVENii shall be responsible for damage to Customer's facilities, Customer's equipment or other property from such use.

7. Project Management; Contact Information. Individuals will be designated as project managers for the respective parties in the RAVENii onboarding document that will be provided and filled out jointly by Customer and RAVENii.

8. Computer system access. RAVENii personnel will require access to Customer's computer systems/Network environment in order to perform this Service.

9. Additional Terms Applicable to this SOW.

9.1 General. Subject to the terms and conditions of this Agreement, during the Term, RAVENii and its subcontractors shall provide to Client the Services set forth in the applicable SOW.

9.2 SOW Changes. Modifications to Services in a SOW shall be set forth in writing, identifying any changes to the fees and time schedule associated with the modification and such modifications shall be implemented only upon a mutual written agreement of the parties. Additional onboarding fees may apply.

9.3 Reliance. Unless specified otherwise in any SOW, RAVENii and its subcontractors shall be entitled to rely, without verification or investigation, upon any and all instructions, guidelines, information or materials provided or made available by Client.

9.4 Method of Performing Services. RAVENii and its subcontractors, in conjunction with its personnel, will determine the method, details, and means of performing Services for Client. Client acknowledges and understands that the Services may include simulated, attempted and/or actual security breaches to Client’s computer system.

9.5 Non-Exclusivity. Nothing in this Agreement shall be construed or interpreted so as to prohibit RAVENii and its subcontractors from entering into similar agreements with other parties concerning similar Services.

9.6 Maintenance Updates. From time to time, RAVENii and its subcontractors may provide Client with a maintenance update to any of the Services. All warranties, indemnification obligations and duties of RAVENii and its subcontractors are conditioned upon Client’s acceptance and installation of all maintenance updates supplied by RAVENii and its subcontractors.

IN WITNESS WHEREOF, the parties hereto have entered this SOW as of SOW Effective Date set forth above.

By: RAVENII, L.L.C.

Name: Zachary L. Yelland

Title: Operations Manager

Signature: _____

By: City of Joplin

Name: _____

Title: _____

Signature: _____

COUNCIL BILL NO. 2025-611 **ORDINANCE NO.**

AN ORDINANCE approving a Contract by and between the City of Joplin and RAVENii, LLC., to implement Co-Managed Services and Network Upgrades; authorizing the City Manager to execute said Contract by and on behalf of the City of Joplin; and containing an effective date.

BE IT ORDAINED BY THE COUNCIL OF THE CITY OF JOPLIN, MISSOURI, as follows:

Section 1. That the Contract by and between the City of Joplin and RAVENii, LLC., a true and accurate copy of said agreement being attached hereto and incorporated herein by reference as Exhibit "A", be, and the same is, hereby approved.

Section 2. That the City Manager is hereby authorized and directed, upon recommendation and approval of the City Attorney, to execute said Contract, in substantially similar form, by and on behalf of the City of Joplin, Missouri.

Section 3. That this Council Bill shall have an effective date of June 01, 2025

PASSED BY THE COUNCIL OF THE CITY OF JOPLIN, MISSOURI, this _____ day of _____, 2025, by a vote of _____.

_____
Keenan T. Cortez, Sr., Mayor

ATTEST:

_____
Holly Nagy, City Clerk

APPROVED AS TO FORM:

_____
Peter C. Edwards, City Attorney