NOTICE OF REQUEST FOR PROPOSAL

REQUEST FOR PROPOSAL NO. 2024-RFP-21

Co-Managed CyberSecurity Services & Upgrades

RFP Due Date: Sept 24, 2024

Location: City of Joplin
IT Department
602 S. Main St.
Joplin, MO 64801

Staff: Mark Morris, IT Director
Email: MMorris@joplinmo.org

Phone: 417-624-0820 ext 1247

Proposals will be received by the IT Department at the specified location until the time and date cited above. Only proposals received by the correct time and date will be recorded.

Proposals must be submitted in an envelope with the Request for Proposal number and the Vendor's name and address clearly indicated on the envelope. All proposals must be completed in ink or typewritten and submitted by the time and date above.

Firms are strongly encouraged to carefully read the entire Request for Proposal.

August 27, 2024
Issue Date

1.0 SCOPE OF WORK

The City is interested in obtaining the services of a managed security service provider (MSSP). The City is interested in a qualified firm capable of taking a creative and innovative approach to assessing the security needs of our network, the possible future options for securing and enhancing our network, while obtaining open-ended input about those options from City IT staff. The City is soliciting competitive proposals to perform this work.

The selected firm will provide IT co-managed services in cooperation with the City of Joplin IT staff and at the direction of the City of Joplin IT Director.

Beginning in September of 2021, the City has enlisted numerous tools in its efforts toward resiliency and cybersecurity. **This scope of work must be bid as a complete package.**

Only RFP submissions that include Mixmode as the required SIEM / Network Detection and Response tool with no substitutions will be considered.

Services must include, but are not limited to, the following:

• Endpoint Security – Propose and manage Anti-Virus/Anti-Malware protection including real-time endpoint notification

• Server Security – Propose and manage cybersecurity solutions with advanced threat protection, virus /malware protection, and visibility into encrypted traffic (utilizing Syxsense)

• Network Protection – Propose and manage protection for our cloud-based DNS connections, network, and users from cyberattacks at the domain level. Propose and assist NW Administrator with network segmentation and best practices as related to cyber security. (utilizing MixMode)

• Daily Health & Safety Checks – 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 (utilizing Tenable)

• Weekly Reporting – Deliver a detailed report on the health and security of the City's critical IT assets (utilizing MixMode)

• 24/7 Monitoring – Deliver information to the City quickly about errors and highlight problems that need attention (utilizing MixMode)

• Quarterly Assessment – The selected firm will come onsite once a quarter for a physical inspection of the City's infrastructure, perform a network and security assessment, and ensure our technology is properly aligned to best practices and our business goals.

• Annual CyberSecurity Training of all City employees that use a computer; including City Council.

• Annual Penetration Testing & Periodic Phishing & Email Security tests. Results to be captured and reported back to City IT Director. Follow-up training and recommended best practices for offenders. (utilizing SANS/Litmos curriculum)

• Firewall IPS/IDS with 24/7 Monitoring (3rd party threat detection) (utilizing existing on-premise High Availability configuration)

• Long-term Network Advisement and Infrastructure Enhancement – The selected firm will be tasked with working directly with City of Joplin Network Administrator, to bring long-term structure, stability, and enhancements.

• Incident Response plan & preparation. Coordinate and train City IT staff on future incident response roles & participation. Annual "exercise" on incident response & mitigation plan.

• Air Gap Backup & Recovery. Assist NW Administrator with proposed changes to existing backup appliance and recommend future enhancements. Including, but not limited to IMAGE LEVEL offsite backups of ALL on-premise servers

• SOC for CyberSecurity. Establish systems and controls to satisfy SOC reporting requirements as it relates to the CyberSecurity framework and monitoring.

• Joplin's IT Footprint –

o The City currently has 24 servers (a mix of virtual and physical).
o Office 365—Microsoft Enterprise EA customer
o ESRI / ArcGIS SGEA (Small Govt Enterprise Agreement)
o VOIP phone system
o 20 sites connected via routed Fiber
o 550 client workstations and/or laptops
o existing switching, firewall, endpoint, IPS/IDS details are available upon request

Content Requirements

Each Proposal shall include the following:

The Proposal must detail how the Firm will provide the Scope of Services required by this RFP and the cost of providing those services. Price guarantees should be included if applicable. Firms are encouraged to present in their Proposals any alternate or creative means of providing any item specified in the Scope of Services, and the effect that would have on the proposed prices.

Company Profile

Provide the following information relative to your firm:

A. Firm name and business address, including telephone and facsimile numbers, and e-mail address.
B. Year established (include former firm names and year established). Identify the country and state in which the firm was incorporated or adopted.
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.

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.

Organizational Structure

Describe your firm's organizational structure and discuss how you anticipate organizing your project team for this engagement.

Key Staff Resumes

Provide a listing of key technical team members who will be involved and their role(s)

Experience and Qualifications

Set forth your experience and qualifications as they relate to the proposed project in terms of technical scope, tasks involved, deliverable products, and other elements of the work as they relate to the evaluation criteria and all requirements of this RFP. The Proposal should provide all information which the firm considers pertinent to its qualifications for performing the work called for by the RFP.

References

Each Firm must furnish a minimum of three (3) references. References should be listed for similar type work as requested in this RFP. Each reference must identify and describe the project worked on and specify the originating and final project manager for the party providing the reference. References may or may not be reviewed or contacted, at the sole discretion of the City.

Administrative Requirements

RFP Schedule

The City anticipates that the following timetable will apply to this RFP. The dates following the August 27, 2024 RFP issue date are subject to change:

Activity	Date
RFP issued	August 27, 2024
RFP Due Date	September 24, 2024
Vendor Selection	October 1, 2024
Complete Contract	October 8, 2024
Present Contract to Council for Approval	October 21, 2024
Firm Commence Work	November 1, 2024

Addenda to the RFP and Requests for Information:

The City may, at its sole discretion, issue Addenda to this Request for Proposals containing responses to questions and requests for information, clarifications or revisions of the RFP, or any other matters that the City deems appropriate. Addenda will be issued to those to whom the City sent the original RFP.

Any question, request for clarification, or request for additional information regarding this RFP should be submitted no later than September 9, 2024 via e-mail to mmorris@joplinmo.org, or in writing, to Mark A Morris (Attn: RFP#2024-RFP-21), City of Joplin, 602 S. Main St., Joplin, MO 64801. No oral response by any employee or agent of the City shall be binding on the City or shall in any way be considered a commitment by the City. If a Firm finds any inconsistency or ambiguity in the RFP, the Firm is requested to contact the IT Department, at the above address.

2.0 Proposal Selection and Evaluation

Proposal Evaluation Process

Proposals, which the City determines in its sole discretion, that are deemed responsive to this RFP, will be reviewed and evaluated by the City. Proposals will be evaluated, in part, according to whether the Firm meets the minimum qualifications and submits a proposal complying with all the requirements of this RFP.

Evaluation of vendor proposals will be based on the following criteria:

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

Responsibility for Costs

The Firm shall be fully responsible for all costs associated with the development, preparation, transmittal, and submission of any Proposal or material submitted in response to this RFP. The City assumes no contractual or other obligations as a result of the issuance of this RFP, the preparation or submission of a Proposal by a Firm, the evaluation of Proposals, or the selection of any Firm for further negotiations.

Contract Terms and Conditions

The City may condition award of the Contract on the Firm’s acceptance of the terms and conditions contained in the form of agreement attached hereto and made a part hereof as Exhibit A. Firm may submit with its Proposal, written objections to the terms and conditions established in this RFP and/or agreement by identifying the specific section(s) and paragraph(s) objected to, stating the reason(s) for the objection and proposing alternative terms. Should Firm object to any of the terms and conditions established in this RFP, including

the form of agreement, the City reserves the right, in its sole discretion, to permit Firm to rescind any or all such exceptions at any time prior to award of a contract. The City, in its sole discretion, may evaluate proposals according to whether the Firm objects to terms and conditions and if Firm does object, the number and type of objections. In no event shall the City's selection of a Firm for further negotiations constitute acceptance of any objection or proposed alternative to the terms and conditions established in this RFP. The City reserves the right, however, to add, delete, revise, or negotiate terms and conditions different than those included in the RFP, if, in the sole judgment of the City, it is in the best interest of the City to do so.

Exhibits

The following exhibits are referenced in this RFP, incorporated into and made a part of this RFP:

A. City of Joplin Standard Professional Services Agreement

3.0 FORMAT AND CONTENT OF PROPOSAL

Proposal Terms and Conditions

The following terms and conditions apply to submitting proposals in response to this Request for Proposal:

Request for Additional Information

The proposer shall furnish such additional information as the City of Joplin may reasonably require. The City reserves the right to make investigations of the qualifications of the proposer as it deems appropriate.

Acceptance/Rejection/Modification to Proposals

The City reserves the right to negotiate modifications to proposals that it deems acceptable, reject any and all proposals, and to waive minor irregularities in the procedures.

Proposals Binding

All proposals submitted shall be binding for one hundred twenty (120) calendar days following the opening.

Proposer's Certification

By submitting a proposal, the proposer certifies that the proposal has been fully read and understood. The proposer has full knowledge of the scope and nature and quality of work to be performed. The proposer further certifies that no employee of the City has any direct or indirect financial interest in any resultant contract, and that no gratuities will be offered or provided to the City of Joplin employees or their family members.

Non-exclusive Contract

The agreement resulting from this RFP shall be a non-exclusive contract, and the City reserves the right to purchase same or like services from other sources the City deems necessary and appropriate.

Late proposals

Proposals received by the City after the time specified for receipt will not be considered. Proposers shall assume full responsibility for timely delivery of the proposals to the location designated for receipt of proposals. The City of Joplin is not responsible for the U.S. Mail or private couriers regarding mail being delivered by the specified time so that a proposal can be considered. All proposals will be received at the time and place specified and made available for public inspection when an award decision is made.

Completeness

All information required by the Request for Proposal must be supplied to constitute a legitimate proposal. The City of Joplin reserves the right to use any and all information presented in any response to the Request for Proposal. Acceptance or rejection of the RFP does not affect this right.

Execution of Agreement

It is anticipated the City will make their selection of a firm by October 01, 2024. The successful proposer shall enter into a contract with the City for the performance of work awarded to him and shall simultaneously provide any required bonds, indemnities and insurance certificates prior to the commencement of work. A copy of the sample agreement is attached. Failure to comply within the established deadline for submittal of required documents may be grounds for cancellation of the award.

4.0 SUBMISSION OF PROPOSALS

In order for the City to adequately compare proposals and evaluate them uniformly and objectively, all proposals shall be submitted in accordance with this format. The proposal should be prepared simply and economically, providing straight-forward and concise information as requested.

Proposal Due Date

Sealed proposals with one (1) original and two (2) complete copies will be received at the IT Department no later than 10:00 a.m. September 24, 2024. Proposals will not be accepted after this time. Proposals shall be addressed as follows:

For Mail or Hand Delivery Only
CITY OF JOPLIN
MARK A MORRIS, DIRECTOR OF INFORMATION TECHNOLOGY
602 S. MAIN ST.
JOPLIN, MO 64801
Submitted envelopes should be marked: "REQUEST FOR PROPOSAL NO. 2024-RFP-21: Co-Managed Network Services & Upgrade"

Amendments

If it becomes necessary to revise or amend any part of this Request for Proposal, the City will furnish the revision by written Amendment to all prospective proposers who received an original Request for Proposal.

Proposal Evaluation Process

The steps and activities in the proposal process will include the following:

The City will review and evaluate all proposals submitted in response to this Request for Proposals (RFP). The City shall conduct a preliminary evaluation of all proposals based on the information provided and other evaluation criteria as set forth in this Request for Proposals or as reasonably determined by the City.

The City will first review each proposal for compliance with the minimum qualifications and mandatory requirements of the RFP. Failure to comply with any mandatory requirements may disqualify a proposal.
Proposals will then be evaluated and rated in accordance with the evaluation criteria. A shortlist will be developed listing the highest ranked proposals.

The City will confer with all responsible proposers who have been short listed and may arrange, if necessary, for interviews/presentations by the short-listed firms.

The City reserves the right to conduct pre-award discussions and/or pre-contract negotiations with any or all responsive and responsible proposers who submit proposals determined to be reasonably acceptable of being selected for award. Proposers shall be accorded fair and equal treatment with respect to any opportunity for discussion and revision of proposals and such revisions may be permitted after submission of proposals and prior to award of a contract.

The City reserves the right to reject any and all proposals and to waive minor irregularities. The City further reserves the right to seek new proposals when such a procedure is reasonable and in the best interests of the City to do so.

CITY OF JOPLIN, MISSOURI
BID PROPOSAL RESPONSE FORM

The City is seeking bids as a total annual price for all services requested in Section 1.0 Scope of Work. Please use the below bid proposal response form.

All-Inclusive	**Bid Price**
Annual All-Inclusive Service Including All Items included in Scope of Work	_____