

Request For Proposal

MXDR - Managed Extended Detection and Response

Announcement - Call For Proposal

Proposals will be received at the Grant Wood Area Education Agency Business Office, 4401 6th St SW, Cedar Rapids, IA 52404, until 10:00 AM, Tuesday, October 31st, 2023, from firms interested in providing Managed Extended Detection and Response (MXDR) to augment its internal security teams with 24x7, 365 days security log monitoring, analytics, threat profiling, correlation alerting and response to help protect its data, systems and infrastructure from potential cyber security threats.

The award of the contract will be made by the Board of Directors of Grant Wood AEA to the lowest responsive, responsible bidder, taking into consideration the quality of material or service and any other factor which the Board may permissibly consider. No bid may be withdrawn for a period of 30 days after the bid opening has passed. The Boards reserve the right to reject any and all bids, or any part thereof, and to waive informalities and to enter into such contract as shall be deemed in the best interest of the consortium. Each board of the consortium may decide whether to move forward with an agreement separately.

General Terms and Conditions

The offeror shall provide services in accordance with the technical specifications described herein. Services shall be accepted by the consortium when in accordance with all specific terms and conditions of this RFP.

Equal Opportunity Requirements of Offeror

Firms submitting bids must be an "Equal Opportunity Employer" as defined in the "Civil rights Act of 1964" and in "Iowa Executive Order Number Thirty-four".

Affirmative Action - Contract Compliance

The contractor, subcontractor, vendor, or supplier is prohibited from engaging in discriminatory employment practices forbidden by federal and state law, executive orders, and Board Policies of the Agency, pertaining to equal employment opportunity and affirmative action.

The contractor, subcontractor, vendor, or supplier may be required to have on file a copy of their affirmative action program, containing goal and time specifications.

Contractors, subcontractors, vendors, or suppliers doing business with the Agency in excess of \$5,000 annually and employing 50 or more full-time employees may be required to submit to the Agency, a copy of their affirmative action plan.

Failure to fulfill these non-discrimination requirements shall be regarded as material breach of contract and may cause the contract to be canceled, terminated, or suspended in whole or in part and the contractor, subcontractor, vendor, or supplier may be declared ineligible for future contracts or subject to other sanctions as provided by law or rule.

Targeted Small Business Program

Per Board Policy, the Agency has a goal to purchase at least 10% of its goods and services from certified Targeted Small Businesses.

It is hereby agreed that when entering into a contract with the Agency, the vendor/contractor will take documented steps to encourage participation from TSB's for the purpose of subcontracting and supplying of materials. To apply for certification as a Targeted Small Business contact Ms. Mary Montgomery, Iowa Department of Inspections and Appeals (515-281-5796).

Compliance With Proposal

The Agency Board of Directors and consortium boards reserves the right to waive compliance on minor technicalities in the specification, to reject any or all offers, and to accept the proposal(s) which appear to be in the best interest of the Agency. No exceptions or deviations from this RFP will be considered at the time proposals are opened.

Preparation of Proposal

The proposal must be signed by a duly authorized representative of the offeror. The offeror will be assumed to be familiar with all specifications of the RFP and any and all special provisions by reference made a part of these specifications.

Questions of Proposal

All clarifying questions regarding any part of the RFP will be submitted via email to Jason Marshall, Coordinator of Educational / Information Technology Services, at jmarshall@gwaea.org. The subject line of the email message must read "MXDR RFP Question". Each entity can provide information regarding their network, software and services used. All questions should be provided via email to Jason Marshall by Wednesday, 10/25/2023.

SIXTH STREET FACILITY

4401 Sixth Street SW
Cedar Rapids, IA 52404
800-332-8488 • Fax: 319-399-6457

33RD AVENUE FACILITY

1120 33rd Avenue SW
Cedar Rapids, IA 52404
800-332-8488 • Fax: 319-399-6474

CORALVILLE FACILITY

2301 Oakdale Boulevard
Coralville, IA 52241
800-854-0446 • Fax: 319-626-1101

To ensure success for all learners.
www.gwaea.org

Filing Proposal

Proposals must be enclosed in a sealed envelope clearly marked “vCISO RFP” and delivered by 10:00 AM on Tuesday, October 31st, 2023 to Grant Wood AEA, Attn: Barb Harms, 4401 6th St SW, Cedar Rapids IA 52404.

Taxes

Prices quoted shall not include state or federal taxes from which the Agency and districts are exempt. The necessary exemption certificate will be furnished upon request.

Firm Prices

Unless otherwise specified, prices are to be firm for at least a 90-day period. Offerors are asked to state a longer firm price period, if possible. It is the intent of the Agency to purchase the hardware and software within 90 days from the date of the opening.

Ties and Reservations

No ties or reservations by the offeror are permitted.

Infringement

Offeror warrants the goods to be purchased shall be delivered free of the rightful claim of any third party by way of infringement.

Contract Award

The contract between the Agency and the offeror shall be a combination of the specifications, terms and conditions of this RFP, offeror's response and any written clarifications or changes made in accordance with the provisions herein.

Purchase Contract

The purchase contract will consist of the RFP, the offeror's proposal and a properly executed purchase order.

Payment Terms

Any deviations from the following will result in payment delays.

Invoices should be to:

Grant Wood Area Education Agency
Accounts Payable
4401 6th St SW
Cedar Rapids, IA 52404

An invoice for services received by the Agency that conforms with the requirements of the purchase contract and is in proper order will be paid after approval of the Agency Board of Directors.

Invoices received by the end of a month that are in proper order will be paid within 20 days.

If any portion of any invoice or any item on the invoice is not in proper order, the Agency shall have the right to withhold payment of the entire invoice without the imposition of late fees or charges, until the invoice and all items on the invoice are in proper order. A copy of said invoice, along with an explanation of corrective action needed to be taken by the offeror for compliance, will be provided by the Agency to the vendor orally or in writing.

GWAEA will pay the quarterly invoice for the services and then bill the member districts.

Remedies Upon Default

Any of the following events shall constitute cause for the Agency to declare a vendor in default of its obligations under this contract:

- non-performance of this contract;
- a failure by vendor to make substantial and timely progress toward performance of this contract;
- a failure of items provided by vendor to meet the specifications noted herein;
- a breach of any term of this contract.

The Agency shall issue a written notice of default providing therein for a fifteen-day period in which vendor shall have an opportunity to cure, provided that cure is possible and feasible.

If, after opportunity to cure, the default remains, the Agency may do one or more of the following:

- procure goods or services in substitution from an alternate source and charge the difference between the contract price and alternate price to the defaulting vendor;
- exercise any remedy provided by law;
- immediately terminate contract agreement.

Vendor shall not be considered to be in default under this agreement, if performance is delayed or made impossible by an act of God, floods, fires, strikes, and similar events; but in each such case, the delay or improbability must be beyond the control and without the fault or negligence of vendor.

The fact that delay resulted from a sub-vendor's conduct, negligence or failure to perform shall not excuse the vendor from the provisions of this contract. Should the Agency obtain a money judgment against the vendor as a result of a breach of this agreement, the vendor consents to such judgment being set-off against monies owed to the vendor by the Agency under this or any other contract.

Disclosure of Proposal Content

The laws of the State of Iowa require that at the conclusion of the selection process, the contents for all proposals will be placed in the public domain and be open to inspection by interested parties. Trade secrets or proprietary information that are recognized as such and are protected by law may be withheld if clearly identified as such in the proposal.

Description of Project and Nature of RFP :

Seeking Managed Detection and Response Provider service (MXDR) to augment its internal security teams with 24x7, 365 days security log monitoring, analytics, threat profiling, correlation, alerting and response to help protect its data, systems and infrastructure from potential cyber security threats.

Anticipated Contract Term

It is anticipated that the term of the contract awarded from this RFP will be for one year with four one-year renewal options. Any annual percentage increases should be noted.

Products and Services Requested

1. *Endpoint Protection and Response (EDR) Software - SentinelOne.*
 - a. *Equivalent products must include “ransomware rollback”*
 - b. *Gartner Leader for EDR*
 - c. *Ability to execute remote operations*
 - d. *Automatic response, autonomous threat detection, and proactive threat hunting*
2. *Managed Extended Detection and Response (MXDR) Service - Requirements for this service.*
 - a. *Security Operations Center (SOC) - 24x7x365 human staffed by employees of vendor. No outsourced SOC. US based, Iowa based preferred.*
 - b. *Forensic Incident Response included*
 - i. *Minimum 15 hours*
 - ii. *SLA 24 hours or better on all issues, 1 hour on critical*
 - c. *Onboarding includes*
 - i. *Deployment of EDR product*
 - ii. *Integration with Data Lake and SOAR platform*
 - iii. *Runbooks created and provided to client*

- d. *Pre-approved and pro-active remediation of clients outlined and created with GWAEA.*
- e. *Threat Hunting service included*
- f. *Monthly GWAEA will receive*
 - i. *Monthly Statements*
 - ii. *Month Account Reviews*
 - iii. *Custom Reporting Abilities*

Bidding Worksheet

1. *Cost per seat for GWAEA SentinelOne licenses _____ (annual cost - 650 clients)*
2. *Cost for MXDR for GWAEA _____ (do not include the SentinelOne cost above-annual cost)*
3. *Cost for GWAEA Member and Support Schools SentinelOne licenses _____ (annual cost)*
4. *Cost for MXDR for GWAEA Support Schools _____ (annual cost)*

Contact Jason Marshall - jmarshall@gwaea.org for questions on costing worksheet.