

Francis M. Gomez
Purchasing Agent



Frank J. Picozzi
Mayor

City of Warwick
Purchasing Division
(Mailing Address)
3275 Post Road
Warwick, Rhode Island 02886
Tel (401) 738-2013
Fax (401) 737-2364

The following notice is to appear on the City of Warwick's website Wednesday, March 22, 2023. The website address is <http://www.warwickri.gov/bids>.

**CITY OF WARWICK
BIDS REQUESTED FOR**

Bid2023-412 MDR/EDR Service Solution

Specifications

Specifications are available in the Purchasing Division, located at 65 Centerville Road, Monday through Friday, 8:30 AM until 4:30 PM on or after Wednesday, March 22, 2023.

Submissions

Sealed bids will be received by the Purchasing Division no later than 11:00 AM, Tuesday, April 4. The bids will be opened publicly commencing at 11:00 AM on the same day at 65 Centerville Road, Meeting Room 2.

Delivery

All bids must be sealed. If delivering in person or sent by delivery service (FedEx/UPS/DHL etc.) use physical address 65 Centerville Road, Warwick, RI 02886, Suite D. If sent via United States Postage Service use mailing address 3275 Post Road Warwick, Rhode Island 02886.

Awards

Awards will be made on the basis of the lowest evaluated or responsive bid price. Please note that no bids can be accepted via email or fax.

Individuals requesting interpreter services for the hearing impaired must notify the Purchasing Division at 401-738-2013 at least 48 hours in advance of the bid opening date.

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PLEASE COMPLETE THIS PAGE & SUBMIT WITH YOUR BID

Acknowledgement of Addendum (if applicable)

Addendum Number	Signature of Bidder
_____	_____
_____	_____

COMPANY NAME: _____

COMPANY ADDRESS: _____

COMPANY ADDRESS: _____

BIDDER'S SIGNATURE: _____

BIDDER'S NAME (PRINT): _____

TITLE: _____ TEL. NO.: _____

EMAIL ADDRESS: _____*

*Please include your email address. Future bids will be emailed, unless otherwise noted.

II. AWARD AND CONTRACT:

The CITY OF WARWICK, acting as duly authorized through its Purchasing Agent/Finance Director/Mayor, accepts the above bid and hereby enters into a contract with the above party to pay the bid price upon completion of the project or receipt of the goods unless another payment schedule is contained in the specifications. All terms of the specifications, both substantive and procedural, are made terms of this contract.

DATE: _____

Bid2023-412

Purchasing Agent

PLEASE COMPLETE THIS PAGE & SUBMIT WITH YOUR BID

CERTIFICATION & WARRANT FORM*

**This form must be completed and submitted with sealed bid.
Failure to do so will result in automatic rejection.**

Any and all bids shall contain a certification and warrant that they comply with all relevant and pertinent statues, laws, ordinances and regulations, in particular, but not limited to Chapter 16- Conflicts of Interest, of the Code of Ordinances of the City of Warwick. Any proven violation of this warranty and representation by a bidder at the time of the bid or during the course of the contract, included, but not limited to negligent acts, either directly or indirectly through agents and/or sub-contractors, shall render the bidder's contract terminated and the bidder shall be required to reimburse the City for any and all costs incurred by the City, including reasonable attorney fees, to prosecute and/or enforce this provision.

Signature

Date

Company Name

Address

Address

***This form cannot be altered in any way**

**CITY OF WARWICK
NOTICE TO BIDDERS**

Bid2023-412 MDR/EDR Service Solution

If you received this document from our homepage or from a source other than the City of Warwick Purchasing Division, please check with our office prior to submitting your bid to ensure that you have a complete package. The Purchasing Division cannot be responsible to provide addenda if we do not have you on record as a plan holder.

Bids received prior to the time of the opening will be securely kept, unopened. No responsibility will be attached to an officer or person for the premature opening of a bid not properly addressed and identified. No bids will be accepted via facsimile or email.

The opening of bids will be in the order established by the posted agenda and the agenda will continue uninterrupted until completion.

Once an item has been reached and any bids on that item has been opened, no other bids on that item will be accepted and any such bid will be deemed late.

The City of Warwick, in addition to soliciting bids in response to this bid, may consult, consider, and make an award for any and all open bid offers for a comparable unit as sought herein at the following websites:

RI State MPA: <https://www.ridop.ri.gov/contract-portal/>

NASPO: <https://www.naspo.org/>

NJPA (National Joint Powers Alliance): [https://www.njpacoop.org/cooperative purchasing](https://www.njpacoop.org/cooperative-purchasing)

MHEC (Massachusetts Higher Education Consortium): <https://www.mhec.net>

Once an item has been reached and any bids on that item has been opened, no other bids on that item will be accepted and any such bid will be deemed late.

The contractor will not discriminate against any employee or applicant for employment because of physical or mental handicap for any position for which the employee or applicant is qualified and that in the event of non-compliance the City may declare the contractor in breach and take any necessary legal recourse including termination or cancellation of the contract.

A bidder filing a bid thereby certifies that no officer, agent, or employee of the City has a pecuniary interest in the bid or has participated in contract negotiations on the part of the City, that the bid is made in good faith without fraud, collusion, or connection of any kind with any other bidder for the same call for bids, and that the bidder is competing solely in his own behalf without connection with, or obligation to, any undisclosed person or firm.

All bids should be submitted with one (1) original and one (1) copy in a sealed envelope, which should read: *YOUR COMPANY NAME* plainly marked on the exterior of the envelope as well as “Bid2023-412 MDR/EDR Service Solution”

All proposals submitted become the property of the City and will not be returned. If the company intends to submit **confidential or proprietary information** as part of the proposal, **any limits on the use or distribution of that material should be clearly delineated in writing. This information should be submitted in a sealed envelope, clearly labeled confidential** and where it should be submitted in the response. Please be advised of the Freedom of Information Act as it may pertain to your submittal.

Should you have any questions, please contact Philip Carlucci, MIS Director, 65 Centerville Rd. Warwick, RI 02886, at 401-921-9666 or philip.f.carlucci@warwickri.gov.

All bids should be written in ink or typed. If there is a correction with whiteout, the bidder must initial the change.

Negligence on the part of the bidder in preparing the bid confers no rights for the withdrawal of the bid after it is open.

Any deviation from the specifications must be noted in writing and attached as part of the bid proposal. The bidder must indicate the item or part with the deviation and indicate how the bid will deviate from specifications.

The IRS Form W-9 available on www.warwickri.gov should be completed and submitted with the bid if the bidder falls under IRS requirements to file this form.

For a bid to be awarded to a corporation, limited liability company or other legal entity, prior to commencing work under the awarded bid, that corporation, company or legal entity may be required to provide to the Purchasing Agent a **Certificate of Good Standing** dated no more than thirty (30) days prior to the date upon which the bid approval was made.

The successful bidder will provide said **Certificate of Good Standing** within ten (10) calendar days after notification or the City reserves the right to rescind said award.

Prices to be held firm May 1, 2023 through April 30, 2026. Term contracts may be extended for one (1) additional term upon mutual agreement unless otherwise stated.

The contractor must carry sufficient liability insurance and agree to indemnify the city against all claims of any nature, which might arise as a result of his operations or conduct of work.

The City is exempt from the payment of the Rhode Island Sales Tax under the 1956 General Laws of the State of Rhode Island, 44-18-30, Paragraph I, as amended.

The Purchasing Agent reserves the right to reject any and all bids, to waive any minor deviations or informalities in the bids received, and to accept the bid deemed most favorable to the interest of the City.

The successful bidder must comply with all Rhode Island Laws applicable the public works projects, including, but not limited to provisions of Chapter 13 of Title 37 of the

Rhode Island General Laws, pertaining to prevailing wage rates, and all other applicable local, state and federal laws.

The City reserves the right to terminate the contract or any part of the contract in the best interests of the City, upon 30-day notice to the contractor. The City will incur no liability for materials or services not yet ordered if it terminates in the best interests of the City. If the City terminates in the interests of the City after an order for materials or services have been placed, the contractor will be entitled to compensation upon submission of invoices and proper proof of claim, in that proportion which its services and products were satisfactorily rendered or provided, as well as expenses necessarily incurred in the performance of work up to time of termination.

No extra charges for delivery, handling or other services will be honored. All claims for damage in transit will be the responsibility of the successful bidder. Deliveries must be made during normal working hours unless otherwise agreed upon.

All costs directly or indirectly related to the preparation of a response to this solicitation, or any presentation or communication to supplement and/or clarify any response to this solicitation which may be required or requested by the City of Warwick will be the sole responsibility of and will be borne by the respondent.

If the respondent is awarded a contract in accordance with this solicitation and the respondents bid or response and if the respondent fails or refuses to satisfy fully all of the respondents obligations thereunder, the City of Warwick will be entitled to recover from the respondent any losses, damages or costs incurred by the City as a result of such failure or refusal.

The City reserves the right to award in part or full and to increase or decrease quantities in the best interest of the City.

Any quantity reference in the bid specifications are estimates only, and do not represent a commitment on the part of the City of Warwick to any level of billing activity. It is understood and agreed that the agreement will cover the actual quantities ordered during the contract period.

The City reserves the right to rescind award for non-compliance to bid specifications.

The successful bidder must adhere to all City, State and Federal Laws, where applicable.

WARWICK MIS DEPARTMENT

PART I

General and Special Terms and Conditions

A. PURPOSE

The purpose of this Request for Proposal is to obtain from qualified and interested vendors; proposals with competitive pricing to provide a Managed Detection and Response (MDR) system and related services solution to protect our technology assets and stakeholders from malicious cyber intent.

B. DESCRIPTION

An MDR solution will provide the City a monitoring capability that will alert IT staff of potential cyber threat occurrences in such a fashion that a suggested response may be acted upon before irreparable damage occurs. This will also provide the City 7 X 24 system monitoring to supplement the internal staff. The provided Security Operation Center (SOC) will act as the first line of defense notifying the internal staff and working together to implement a response.

C. EVALUATION CRITERIA

- a. Experience, Ability and Product/Service reputation (20%)
- b. Ability to provide 7 X 24 Product Support (15%)
- c. Functionality and Fit to City's Cybersecurity Goals (25%)
- d. Ease of use for Monitoring Portal (10%)
- e. Lowest Bid (will not be used as the only single bid award criteria) (30%)

D. POINT OF CONTACT

Warwick MIS Department
Attn: Philip Carlucci, IT Director
65 Centerville Rd
Warwick, RI 02886
(401) 921-9666
philip.f.carlucci@warwickri.gov

PART II. COST SUBMISSIONS

When asked to enter a cost, “Not to Exceed” and “TBD” entries will NOT be considered as a valid submission. You must enter a committed cost in order to be considered. If the item being requested is “included” in some other line-item, simply put “\$0.00” as your response. If there is a line-item that is being requested that you do not provide, please mark the item as “Not Available”. If you have questions concerning what information is being requested, please reach out, in writing, to philip.f.carlucci@warwickri.gov for clarification.

Valid questions of significance will be answered by email. They will also be listed as a Q&A addendum on the City’s BID Web Page; <https://www.warwickri.gov/bids> under this Bid’s heading. Please check there before submitting to insure you have all available information.

Only one Option may be submitted for each Bid entry. If you would like to propose more than one solution/option, please complete multiple Bid entry forms and submit them all in your mailing.

BIDS must be submitted in a sealed envelope either by Post or in-person by the designated deadline. E-mail submissions will NOT be considered.

Current Environment

- Multi-vendor ISP with varying speeds across our 30 location (Max 200 MBS)
- Sophos XG310 current firewall – Citywide Internet Access goes through this appliance.
 - Email Protection – (Anti-spam, Antivirus, DLP, Encryption, Malware Protection)
 - End-point Anti-Virus/Spam
 - Mobile Device Management
 - Device Encryption
- Physical Servers 11 running 37 virtual
- Peak User Activity between 8:30 AM – 4:30 PM M-F
- Approximately 800 AD Accounts – 500 Named Users - ~350 Daily Live Users
- ~450 Network Connected PC’s, Laptops, Tablets
- ~100 Connected Smart Phones with Endpoint Protection
- Windows Based Machines only
- Windows Server 2012 – 2019 on-premises
- VMWare
- SQL
- Exchange Mail System
- Cisco Switches
- Aruba Wireless Network

CJIS Requirement - remote access to servers supporting CJIS systems must meet minimum security requirements identified in CJIS Security Policy. These requirements include but are not limited to identifying remote user’s identity, IP address and connection must be FIPS 140-2 certified.

SCOPE OF SERVICES

Project Description:

The City of Warwick is in need of a Managed Detection and Response (MDR) solution and related services solution to protect our stakeholders from malicious cyber intent.

Background and Context

The City needs visibility into what threat actors may be attempting and or successfully gaining access to on our systems in order to protect our stakeholders from malicious cyber intent. The solution should be able to detect actions outside of a normal baseline. We also need the solution to be flexible and customizable based on fast changing operational needs.

Timeframe

Cyber threat monitoring should be offered full time (24x7x365).

Notification

The service provider should offer immediate notification of detected threats and remediation as agreed upon, based on specified policies and prioritization.

Data

The MDR should provide summary and detailed information and relevant dashboards.

Detection Methods

Software provided should be capable of multiple detection methods: (e.g., rules-based, behavioral, and AI based). Although we are almost exclusively Windows based, should have ability to be installed on multiple OS platform (Windows, MacOS, Linux...)

Endpoint Detection & Response (EDR)

The proposed solution should either replace or augment the current Sophos AV solution in place to provide EDR capabilities on all desktop, laptops, and servers. The EDR solution should be well integrated into the MDR offering for centralized alerting, detection, and correlation.

Remediation

Software and services provided should be capable of multiple remediation methods (e.g. block, quarantine, isolate, and send for analysis).

Threat Hunting

Services should include proactive and reactive threat validation, prioritization, and hunting. Please describe the level and extent of threat hunting services, including the extent to which human intervention is used.

Integration

The solution should integrate with Active Directory, as well as be able to feed information to a Log server.

SCOPE OF SERVICES (cont.)

Identity Protection

The solution should detect and prevent whether credentials are used in a suspicious manner (lateral movement).

Advice

Solution should provide The City Technology Staff with actionable advice on how to address root causes of threats and solutions for hardening systems via a certified security advisor.

Periodic/quarterly planned meetings to review reports and ways to reduce our threat surface.

CITY OF WARWICK

BID AND CONTRACT FORM

TITLE OF SPECIFICATION: Bid2023-412 MDR/EDR Service Solution

I. BID:

WHEREAS, the CITY OF WARWICK has duly asked for bids for performance of services and/or supply of goods in accordance with the above-indicated specifications.

The person or entity does irrevocably offer to perform the services and/or furnish the goods in accordance with the specifications, which are hereby incorporated by reference in exchange for the bid price below;

This offer will remain open and irrevocable until the CITY OF WARWICK has accepted this bid or another bid on the specifications or abandoned the project.

The bidder agrees that acceptance by the CITY OF WARWICK will transform the bid into a contract. This bid and contract will be secured by Bonds, if required by the specifications.

Pricing as Follows

PLEASE COMPLETE THIS PAGE & SUBMIT WITH YOUR BID

(PRICING SHEET MAY NOT BE CONFIDENTIAL)

Bid2023-412 MDR/EDR Service Solution

ITEM DESCRIPTION	Response
Acquisition Cost(s) – enter total here and detail costs in Section III	\$
On-Site software agents installation cost	\$
On-Site configuration costs	\$
MDR Monitoring Services Contract Cost – 1 Year Contract	\$
MDR Monitoring Services Contract Cost – 2 Year Contract	\$
MDR Monitoring Services Contract Cost – 3 Year Contract	\$
Does the solution require an on premise appliance for data collection? Y/N	
Is the proposed solution Cloud Based? Y/N	
Is there a single administration console for all monitoring? Y/N	
Shared customization capabilities between client and provider? Y/N	
Are there 3rd Party Companies used by you in the delivery of your proposed service? Y/N	
Do you offer Flex-Action Protocol for Off-hours/Business-hours? Y/N (Take action off-hours / Consult with Client 1st for business-hours)	
Professional Services remote support hourly rate	\$
Professional Services onsite support hourly rate	\$
Alert Analysis Training Classes Available? Y/N	
Training Class Cost per hour?	\$
Additional charges? enter total here and detail costs in section III	\$
Requested Features: (check or N/O with notes for Not Offered in section III)	
US Based 24 X 7 SOC offering Fully Managed Services	
Do you allow your SOC Analysts to work from home? (Y / N)	
User Entity integration with Active Directory	
Integration with existing SOPHOS End-Point Protection	
MDR Includes Deception-based Technologies for early detection	
Vulnerability and Security Weakness Identification for Environment	
Flexible Data Retention Policies based on Data Classification	
Supports Customizable Automated Response Actions	
Supports Alert Thresholds/Actions based on VIP Lists	

