REQUEST FOR PROPOSAL
Managed Information Security Partnership and Services
RFP CML #15-018

Columbus Metropolitan Library

Issued by:
Procurement Division
96 S. Grant Ave.
Columbus, OH 43215

Deadline for Submittal:
September 30, 2015
No later than 12:00 NOON

August 31, 2015
The Columbus Metropolitan Library (“CML” or “Library”) is issuing this Request for Proposal (“RFP”) Managed Information Security Partnership and Services. The Proposal Identification Number is CML 15-018.

Proposals must be received at the Columbus Metropolitan Library, 96 South Grant Avenue, Columbus, Ohio 43215 no later than 12:00 Noon on Friday, September 30, 2015. Any Proposal (“Proposal”) arriving after 12:00 Noon will be marked late and will receive no consideration for selection to provide the specified services.

All questions or requests for clarifications should be submitted no later than 5:00 p.m. on Monday, September 21, 2015 to purchasing@columbuslibrary.org.

The Offeror (“Offeror”) declares to have read and understood and affirms, by its signature below, to be bound by all the instructions, terms, conditions and specifications of this RFP and agrees to fulfill the requirements of any contract (“Contract”) for which it is selected to provide the specified services at the prices proposed.

The Offeror certifies, by signature affixed to this Request for Proposal Cover Sheet, that the information provided by in response to the RFP, including certified statements, is accurate and complete.

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<th>Federal Taxpayer Identification Number (TIN)</th>
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<tr>
<td>Name of person signing Proposal (Please print or type)</td>
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<td>Offeror Name</td>
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THIS FORM MUST BE SIGNED AND SUBMITTED WITH THE PROPOSAL
Background

The Columbus Metropolitan Library consists of 25 locations throughout Franklin County, Ohio. The Library has approximately 800 employees. The Library also provides Outreach Services, serving a diverse population with varying needs, ranging from preschoolers to senior citizens.

The Library adheres to a long-term strategic plan, first developed in 2003 and updated in 2012, with guidance from members of the community, library staff, Friends of the Library and the Library’s Board of Trustees. This strategic plan provides measurable objectives, clear initiatives and includes the following five sectors for concentrated focus:

1. Young Minds: encouraging learning and growth for a foundation for a successful life
2. My Library: building the next generation library that results in a library that works for me
3. Life Skills: embracing challenges and providing opportunities for a community that reaches its potential
4. The Library’s Partners: leverage our community maximize the library’s reach and impact
5. The Library’s Staff: grow our team to provide a world class experience

Goal of Engagement

The goal of the Library is to cost effectively develop and deliver Information Security Services. The provider should have experience in working with hybrid environments including physical/virtual infrastructures, storage, networking, and cloud solutions such as MS O365. The goal is to ensure a highly secure infrastructure. The Library is seeking an outside partner(s) to help manage this project from beginning to end. This partner would provide implementation resources that would work closely with the Library infrastructure resources. The Library understands that some of the partners potentially offer or can facilitate all of the services being requested. The Library is open to receiving proposals from Offerors who can provide all or some services.

The Library currently maintains a datacenter at its Operations Center located in Gahanna, Ohio. All branch locations (22) are connected through point-to-point circuits to the Operations Center at a speed of 50Mb/s or better.

The Library maintains a virtualized environment using VMware technology and utilizes NetApp storage connected via iSCSI and NFS. The current virtual and physical environment consists of approximately 200 servers. The Library is approximately 90% virtualized.

The network and wireless environment currently consists primarily of Cisco equipment.

Upon contract award, the Library’s team will engage with the successful Offeror’s engineers to plan, schedule, and execute the development of Managed Information Security Services.
Purpose

The Library is requesting Proposals from all interested and qualified Offerors to provide Managed Information Security Partnership and Services. CML is seeking Proposals to include, but not limited to:

1. Information Security Consulting
   - General Advising
   - Policy and Procedure development
   - Threat Intelligence
   - Incident Management and Response

2. Service Management
   - Firewall Management
   - Managed Network IDS/IPS

3. Service Monitoring
   - Security Monitoring
   - Log Management
   - Managed Security Services Reporting

4. Scanning
   - Penetration Testing
   - Vulnerability Scanning

5. Desktop and Server Protection
   - Endpoint Protection
   - Malware Protection
   - Database Security
   - Web Security

6. Other managed services

Note: A qualified Offeror is not required to provide all services listed above in order to submit a Proposal to this RFP.

Single or multiple Offerors may be awarded Contract(s) for services.

Scope of Work

The successful Offeror will furnish all of the labor, services, and training for the timely and proper completion of implementing Managed Information Security Services.

The successful Offeror will, at all times, furnish sufficient skilled workers, materials and equipment to perform all work. All materials and equipment provided will be new, free from all defects, fit for the purpose for which they are intended, and merchantable.

The successful Offeror, or contractor (“Contractor”), is expected to provide implementation services including providing a comprehensive project plan. As part of the overall project plan, the Contractor must develop a project communication plan that ensures timely and appropriate generation, collection and dissemination of project information. In addition, the Contractor must provide periodic reporting and attend status meetings. At key points throughout the project, the Contractor may be required to make presentations to various stakeholders including, but not limited to, the project team, the Library’s Strategy Planning Team and/or the Library’s Board of Trustees.
As part of the overall project plan, the Contractor must develop a project implementation plan identifying the most efficient and effective approach to implementation based on the Contractor’s experience.

The Contractor shall complete a discovery phase to capture the Current State of the infrastructure.

The Contractor shall be responsible to perform an assessment to validate what Information Security Services can be utilized immediately and what changes the Library must make to take full advantage of managed services.

The Contractor will provide training to ensure a transfer of knowledge sufficient enough to prepare IT staff for the proposed Managed Information Security Services. The Contractor shall provide documentation supporting the system’s functionality and processes.

The Contractor will provide ongoing support including, but not limited to, periodic upgrades and enhancements.

Requirements and Specifications

Refer to Appendix A.

Projected Timeline

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<th>Activity</th>
<th>Target Completion Date</th>
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<tr>
<td>Issuance of RFP &amp; Inquiry Period Begins</td>
<td>August 28, 2015</td>
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<tr>
<td>Inquiry Period Ends</td>
<td>September 21, 2015 at 5:00 p.m.</td>
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<tr>
<td>Final Response to Offeror Questions</td>
<td>September 23, 2015</td>
</tr>
<tr>
<td>Proposal Due Date</td>
<td>By Noon on September 30, 2015</td>
</tr>
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DIVERSITY

Because Columbus Metropolitan Library serves a diverse central Ohio population, CML has a strong preference for professional service providers to propose teams made up of MBE/DBE/WBE and/or EDGE certified staff to provide CML with a diverse professional staff representative of the central Ohio region in which they will be working and of the customers that CML serves every day. Minority Business Enterprises are encouraged to respond to this Proposal.
Proposal Submission Requirements

All Proposals must be in a sealed envelope or appropriate packaging, with the Proposal Identification Number (CML #15-018) and title of the Managed Information Security Partnership and Services clearly marked on the outside, addressed and mailed to:

Columbus Metropolitan Library
Attn: Wanda Dixon, Procurement Analyst
96 South Grant Avenue
Columbus, OH 43215

Proposals may also be delivered, in person, to the Loading Dock Area (south side of the building), Columbus Metropolitan Library, 96 South Grant Avenue, Columbus, Ohio 43215. Proposals submitted via e-mail will not be considered.

Any Proposal arriving after 12:00 NOON on the due date will be marked late and will receive no consideration for selection to provide the specified services. The Library will return, unopened, any Proposal that is received after the deadline.

Proposal Instructions

Offerors are cautioned to carefully review all parts of the RFP. No allowance will be made for any error or negligence of the Offeror.

Proposals are to be prepared in such a way as to provide a straightforward, concise description of the Offeror’s capabilities to satisfy the requirements of this RFP and provide sufficient information to fully establish the Offeror’s ability to perform all of the actions, activities and functions described in this RFP.

Emphasis should be on conformance to the RFP instructions, responsiveness to the RFP requirements, completeness and clarity of content and should minimize extraneous marketing materials.

Each Offeror must submit its Proposal marked CML #15-018, Managed Information Security Partnership and Services. One (1) original, completed and signed in blue ink, and four (4) copies are required. An electronic file of the proposal must also be submitted in .pdf format on either CD-ROM or flash drive.

Costs for developing the Proposal are entirely the responsibility of the Offeror and shall not be chargeable to the Library.

Proposal Questions

All questions or clarifications regarding this RFP should be sent to purchasing@columbuslibrary.org and reference the Proposal Identification Number (CML #15-018.) and title of the RFP (Managed Information Security Partnership and Services). All questions must be submitted no later than 5:00 p.m. on September 21, 2015.

Offerors are encouraged to submit questions at any time during the inquiry period.
Answers to all questions will be documented and posted on the “Doing Business with the Library” page of the Library’s website at www.columbuslibrary.org/about/doing-business. Answers will be posted no later than 5:00 p.m. on September 23, 2015.

Proposal Format

To facilitate comparison of Proposals, Offerors must submit Proposals in a format that corresponds to the outline below. Proposals must include a table of contents listing all sections.

1. Executive level summary of the proposed solution(s).
2. Statement as to the Offeror’s particular abilities and qualifications
3. If applicable, include a list of proposed Subcontractors for this project. For each Subcontractor listed, identify whether or not the Subcontractor is a certified woman- or minority-owned business. The Library reserves the right to reject any Subcontractor not identified within the Offeror’s response.
4. Provide references for a minimum of three (3) projects completed during the last two (2) years. Include a description of scope and client references, including contact names and telephone numbers.
5. Include any other information documentation believed to be pertinent, but not specifically mentioned in this RFP, that may be useful and applicable to this project.
6. Offeror response to the statements and questions from the Requirements and System Specifications detailed in Appendix A.
7. Offeror response to Appendix B, Cost Proposal

Selection Process

The Library’s evaluation team, will review all Proposals and evaluate responses to the RFP.

Evaluation Criteria

The final decision will be based on the overall RFP response that is deemed most advantageous to the Library.

Specific criteria that will be considered, during the evaluation, include:

1. Quality and comprehensiveness of the Proposal:
   a. Demonstrated understanding, by the Offeror, of the Library and the Library’s requirements.
   b. Qualifications and ability to perform.
   c. Responsiveness and adherence to RFP instructions.
2. Quality of the proposed solution.
3. Stability and viability of the product and Offeror.
4. Offeror’s experience on projects of similar scope.
5. Input from reference contacts.

Contract Award

The Library is not, by virtue of issuing this RFP, obligated to enter into a Contract and reserves the right to not issue a Contract as a result of this solicitation.
Columbus Metropolitan Library  
Procurement Department  

Standard Contract Terms and Conditions

Contract Components, Entirety, Changes Interpretation

Contract Components: This contract consists of this document, the Standard Contract Terms and Conditions, the Special Contract Terms and Conditions (if any), the specifications or scope of work (SOW), and any written amendments to this document, valid Columbus Metropolitan Library (CML) purchase orders or other ordering documents (together referred to as the “Contract”).

Entire Agreement; Parties to the Contract: This contract is the entire agreement between the individual or entity selected to provide equipment, supplies and/or services on the basis of a SOW submitted to CML in response to a request (referred to as the Contractor in these Terms and Conditions) and Columbus Metropolitan Library (CML).

Contract Changes: Waivers, Changes or Modifications to this Contract must be made in writing and signed by both parties. If a party to this Contract does not demand strict performance of any item of this Contract, the party has not waived or relinquished any of its rights; the party may at any later time demand strict and complete performance of the term.

Contract Orders: CML will order supplies or services under this Contract from the Contractor directly. The Contractor may receive purchase orders by telephone, facsimile, electronically or in person by authorized employees of CML. The Contractor is not required to fill an order date more than 30 days beyond the date of Contract expiration, termination or cancellation, unless the Contract provides for a quarterly delivery or quarterly service. Under a Contract that provides for quarterly delivery, the Contractor is not required to fill an order with a delivery date of more than 90 days beyond the date of Contract expiration, termination or cancellation.

Standard Invoice and Payment

Invoice: The Contractor shall submit two copies of invoices to Accounts Payable, Finance Department, Columbus Metropolitan Library, 96 South Grant Avenue, Columbus, Ohio 43215. The invoice must be a proper invoice to receive consideration for payment. A “proper Invoice” is defined as being free of defects, discrepancies, errors or other improprieties. Improper invoices will be returned to the Contractor noting the areas of discrepancy.

Payment: In consideration for the Contractor’s performance, CML will pay the Contractor at the rate specified in the contract. Payments will be made by electronic funds transfer (EFT). For all transactions, the Contractor must have a valid W9 form on file with the Finance Department. The completed form should be mailed to: Finance Department, Columbus Metropolitan Library, 96 South Grant Avenue, Columbus, Ohio 43215.

Payment Due Date: CML will pay invoices 30 days after it has received an invoice for supplies and services it has received and accepted, unless otherwise indicated herein.
**Taxes:** Columbus Metropolitan Library is exempt for all federal, state and local taxes as CML is part of Franklin County Government and has a 501 nonprofit status.

**Term of Contract:** This contract is effective upon the projected beginning date of the Contract Cover Page or upon signature of CML by the Fiscal Officer, whichever comes later in time. This Contract will remain in effect until the Contract is fully performed by both parties or cancelled in accordance with the Terms found herein.

**Contract Renewal:** This contract may be renewed solely at the discretion of CML for a period of one month. Any further renewals will be by agreement of both parties, any number of times for any period of time. The cumulative time of all renewals may not exceed two years.

**Delivery**

**F.O. B. The Place of Destination:** The Contractor must provide the supplies or services under this Contract F.O.B., the place of delivery/destination, unless otherwise stated. The address of delivery will be specified by the purchase order or other ordering document. Freight will be prepaid unless otherwise stated.

**Time of Delivery:** If the Contractor is not able to deliver the supplies or services on the date and time specified by CML ordering department on the ordering document, the Contractor must coordinate an acceptable date and time for delivery. If the Contractor is not able to, or does not, provide the supplies or services to an ordering department by the time and date agreed upon, CML may obtain any remedy provided below or any other remedy at law.

**Minimum Orders-Transportation Charges:** For purchase orders placed that are less than the stated minimum order, the transportation will be prepaid and added to the invoice by the Contractor to the delivery location designated in the ordering documents. Shipment is to be made by private or commercial freight service, airmail, water, parcel post, express or commercial package delivery, whichever is the most economical and expeditious method for proper delivery of the item. Failure of the Contractor to utilize the most economical mode of transportation shall result in the Contractor reimbursing CML the difference between the most economical mode of transportation and the mode of transportation used by the contractor. Failure to reimburse CML shall be considered a default.

**Contract Cancellation; Termination; Remedies**

**Contract Cancellation:** If a Contractor fails to perform any one of its obligations under this Contract, it will be in default, and CML may cancel this Contract in accordance with this section. The cancellation will be effective on the date delineated by CML.

A. **Contract Performance is Substantially Endangered:** If the Contractor’s default is substantial and cannot be cured within a reasonable time, or if CML determines that the performance of the contract is substantially endangered through no fault of CML, CML may cancel this Contract by written notice to the Contractor.

B. **Cancellation by Unremedied Default:** If a Contractor’s default may be cured with a reasonable time, CML will provide written notice to the Contractor specifying the default and the time within which the Contractor must correct the default. If Contractor fails to cure its default in the time required, CML may cancel this Contract by providing written notice to the Contractor. If CML does not give timely notice of
default to Contractor, CML has not waived any of its rights or remedies concerning the default.

C. Cancellation by Persistent Default: CML may cancel this Contract by written notice to Contractor for defaults that are cured but persistent. “Persistent” means three or more defaults. After CML has notified Contractor of its third default, CML may cancel this Contract without providing Contractor with an opportunity to cure, if the Contractor defaults a fourth time. CML shall provide written notice of the termination to the Contractor.

D. Cancellation for Financial Instability: CML may cancel this Contract by written notice if Contractor does not pay its subcontractors and material suppliers within 10 days of payment to the Contractor by CML. To the extent permitted by law, CML may cancel this Contract by written notice to Contractor if a petition in bankruptcy or similar proceedings has been filed by or against the Contractor.

Contract Termination: CML may terminate this Contract for convenience after issuing 30 days written notice to the Contractor.

Remedies for Default:

A. Actual Damages. The Contractor is liable to CML for all actual and direct damages caused by the Contractor’s default. CML may buy substitute supplies or services, from a third party, for those that were to be provided by the Contractor, and CML may recover the costs associated with acquiring substitute supplies or service, less any expenses or costs saved by the Contractor’s default, from the Contractor.

B. Deduction of Damages for Contract Price. CML may deduct all or any part of the damages resulting from Contractor’s default from any part of the price still due on the Contract, after CML has provided prior written notice to Contractor of such default and intent to deduct damages from the Contract Price.

Force Majeure: If CML or Contractor is unable to perform any part of its obligation under this Contract by reason of force majeure, the party is excused from its obligations, to the extent that its performance is prevented by force majeure, for the duration of the event. The party must remedy with all reasonable dispatch the cause preventing it from carrying out its obligations under this Contract. The term “force majeure” means without limitation: Acts of God, such as epidemics, lightning, earthquakes, fires, storms, hurricanes, tornadoes, floods, washouts, droughts, and any other severe weather; explosions; arrests; restraint of government and people; strikes; and any other like events or any other cause that could not be reasonable foreseen in the exercise of ordinary care, and that is beyond the reasonable control of the party.

CML Consent to Assign or Delegate: The Contractor may not assign any of its rights under this contract unless CML consents to the assignment or delegation in writing. Any purported assignment or delegation made without CML’s written consent is void.

Indemnification: Contractor will indemnify CML, its employees, members of the Board of Trustees, and its Officers and administrators for any and all claims, damages, lawsuits, costs, judgments, expenses, liabilities that may arise out of, or are related to, the Contractor’s performance under this Contract, including the performance by Contractor’s employees and agents and any individual or entity for which the Contractor is responsible.
Confidentiality: Contractor may learn of information, documents, data, records and other material that is confidential in the performance of this Contract. Contractor may not disclose any information obtained by it as a result of the Contract without written permission from CML. Contractor must assume that all CML information, documents, data, records or other material is confidential.

Publicity: Contractor and any of its subcontractors may not use or refer to this Contract to promote or solicit Contractor’s or subcontractor’s supplies or services. Contractor and its subcontractors may not disseminate information regarding this Contract, unless agreed to in writing by CML.

Governing Laws; Severability: The Laws of the State of Ohio govern this Contract, and venue for any dispute will be exclusively with the appropriate court of competent jurisdiction in Franklin County, Ohio. If any provision of the Contract or the application of any provision is held by a court of competent jurisdiction to be contrary to law, the remaining provisions of the Contract will remain in full force and effect to the extent that the remaining provisions continue to make sense.

Workers Compensation: The Contractor shall carry Workers’ Compensation Liability Insurance as required by Ohio law for any work to be performed within the State of Ohio. Failure to maintain Workers Compensation Liability Insurance for the duration of the contract and any renewal hereto will be considered a default.

Automobile and General Liability Requirements: During the term of the Contract and any renewal hereto, the Contractor, and any agent of the Contractor, at its sole cost and expense, shall maintain a policy of automobile liability and commercial general liability insurance as described in this clause. Copies of the respective insurance certificates shall be filed with the Procurement Department within seven (7) calendar days after notification by the CML of its selection of the Contractor to provide the specified supplies and/or services. Failure to submit the insurance certificates within the time period may result in the Contractor being considered in default. Said certificates are subject to the approval of the CML Procurement Manager and shall contain a clause or endorsement providing thirty (30) days prior written notice of cancellation, non-renewal or decrease in coverage will be given to the Procurement Manager. Failure of the Contractor to maintain this coverage for the duration of the Contract, and any renewals, thereto may be considered a default.

Automobile Liability: Automobile Insurance is required for anyone coming onto CML branches and/or property to deliver goods or perform services using a vehicle, which is owned, leased, hired, or rented by the Contractor. Any Contractor, broker, or subcontractor who will be on CML property, but not delivering goods or performing services, is required to carry Automobile Liability Insurance that complies with the state and federal laws regarding financial responsibility. Automobile liability insurance, including hired, owned, and non-owned vehicles used in connection with the Work, shall have a combined single limit coverage covering personal injury, bodily injury (including death) and property damage of not less than $2,000,000 per accident.

Commercial General Liability: Insurance coverage with a $2,000,000 annual aggregate and a $1,000,000 per occurrence limit for bodily injury, personal injury, wrongful death and property damage. The defense cost shall be outside of the policy limits. Such policy shall designate CML as an Additional Insured, as its interest may appear. The policy shall also be endorsed to
include a blanket waiver of subrogation. The certificate shall be endorsed to reflect a per project/per location General Aggregate limit of $2,000,000. If the Contractor uses an umbrella/excess policy to meet the required limits, it is understood that the policy shall follow from per project/per location basis. It is agreed upon that the Contractor’s commercial general liability insurance shall be primary over any other coverage. The Procurement Department reserves the right to approve all policy deductibles and levels of self-insurance retention.

**Contract Compliance:** The participating CML branches and departments will be responsible for the administration of the Contract and will monitor the Contractor’s performance and compliance with the terms, conditions and specifications of the Contract. If a branch or department observes any infraction such shall be documented and conveyed to the Contractor for immediate correction. If the Contractor fails to rectify the infraction, the department/branch will notify the Procurement Department in order to resolve the issues. These terms and conditions will be used by the Procurement Department to resolve the issues.

**Warranties:** Unless otherwise stated, all supplies shall be new and unused. All products shall carry manufacturer’s warranties in addition to implied warranties. The Contractor warrants all supplies to be free from defects in labor, material, and workmanship (manufacturing) and be in compliance with the contract specifications.

**ADDITIONAL TERMS:**

1. This Contract represents the entire agreement of the parties hereto, and may not be amended except in writing signed by both parties.
2. All times referenced herein are Columbus, Ohio local times.
3. The CML is not responsible for any work or services provided by Contractor prior to the issuance of a P.O. by CML.
4. Contractor will supply its own tools and materials.
5. Contractor will make arrangements for EFT (electronic funds transfer).
6. A completed W9 form is required on file with CML prior to CML issuing payment for services provided by Contractor. The W9 form can be found at [http://www.irs.gov/pub/irs-pdf/fw9.pdf](http://www.irs.gov/pub/irs-pdf/fw9.pdf). Please fill out the form and return with the signed contract to the Procurement Department of the Columbus Metropolitan Library at 96 S. Grant Avenue, Columbus, OH 43215 or email [purchasing@columbuslibrary.org](mailto:purchasing@columbuslibrary.org).
Appendix A: Requirements and Specifications

The Offeror is expected to provide clarification on each service below of which it is proposing. The Offeror is also expected to clarify its technical capabilities and proposes solutions for any and all categories to which it responds in a detailed narrative.

1. **Security Consulting / Practice Development (if proposing)**
   A. The Offeror shall describe how it will perform a deep-level assessment of the Columbus Metropolitan Library’s current information security practices and deliver a comprehensive plan for improvement of security practices.
   B. Once a plan is delivered, the Offeror shall describe how it will assist with engaging outside security partners (if necessary) for security practice implementation.
   C. The Offeror shall provide detail on its experience with developing security policies and procedures, documentation and any standards.
   D. The Offeror shall describe how it will work with the Columbus Metropolitan Library toward reassessing requirements and making ongoing recommendations as security needs change.
   E. The Offeror shall describe its organization’s consulting practice that is available for security and technology support (e.g., deployment, incident response and forensics, etc.). What are the hours for client support? Does support change hands at any point? What locations is this support provided from? Indicate “N/A” if consulting service or support is not available.
   F. Offerors may include any other relevant information.

2. **Managed Services (if proposing)**
   A. Managed Service Viability
      i. The Offeror shall describe its company’s core business strategy. What are its primary lines of business in terms of revenue? Where do security services fit into its business strategy?
   B. Security Vision and Investment
      i. The Offeror shall describe its company’s vision and direction for developing new technologies in support of Managed Security Services (“MSS”).
      ii. The Offeror shall describe, in detail, its company’s investment approach to technology research and development as it relates to solving security challenges and improving client ROI.
   C. Security Practices
      i. The Offeror shall provide detail on its internal security policy and procedures, documenting any industry standards that it has adopted or follow.
      ii. The Offeror shall describe an independent review, if one exists, of its Managed Security Services Provider (“MSSP”) infrastructure and service (SSAE 16 review). Please provide detail on this review, including the person who executed it, when it was executed, scope of review, the type of testing, frequency of testing and summary results. If possible, please provide the report.
         a. If the Offeror has not performed an independent review, is it planning to have a review performed in the future or is it in the process of having the review executed? If so, please provide detail on this review including who will be executing it, when it will be executed, scope of review, type of testing, and frequency of testing.
iii. The Offeror shall describe its business continuity/disaster recovery policy.

D. MSS Infrastructure
   i. Does the Offeror maintain full, dedicated Security Operation Centers (SOCs) to support its MSS?
   ii. The Offeror shall describe its SOCs, including details on the following points:
       a. Does it own and manage its SOCs?
       b. Where are its primary SOCs located?
       c. Where are its secondary SOCs located?
       d. Are all of its SOCs operational 24x7x365?
       e. Describe the level of SOC redundancy.
   iii. The Offeror shall describe how it limits service interruption if a SOC goes offline.
   iv. The Offeror shall describe security safeguards around the SOCs.
   v. The Offeror shall describe the staffing for each of its SOCs.
   vi. Does the Offeror permit an onsite SOC visit? If so, what is the process for planning the visit?
   vii. The Offeror shall describe its company’s staffing approach. What are its classifications for support? (Example: Level 1, Level 2, etc.) Clearly define each level of support and the functions performed. (Example: Level 1 support monitors events, incident escalation, documentation, etc.)
   viii. What qualifications and certifications are required for each classification listed above?
   ix. The Offeror shall describe its approach to background checks or screening its perform on employees, contractors, consultants and vendors associated with any aspect of your MSS offering.

E. Service Attributes - The Offeror shall answer the following questions for each service it is proposing:
   i. Describe the service including benefits and scalability.
   ii. Provide details on how long the Offeror has been providing the service.
   iii. Provide details on how many customers are currently using the service.
   iv. Should the Library would move to an IaaS provider, the Offeror shall describe any challenges it foresees to continue supporting the managed service.
   v. What is the responsibility of the customer and what is the responsibility of the MSSP?
   vi. What visibility does the client have in to the service?
   vii. Can the service be customized based on customer need?
   viii. To use the proposed service, the Offeror shall detail what, if any, enhancements must be made to the Columbus Metropolitan Library infrastructure.
   ix. Describe how reporting and communication is handled.
   x. Implementation:
       a. The Offeror shall describe its approach to implementing services.
       b. What is the typical implementation timeframe?
       c. What steps will the Offeror take to ensure full and complete implementation?
d. Detail the handoff process once services are established.

e. What training is necessary to client staff to introduce them to the services?

f. What options are available for implementation? Remote installation? Onsite field engineers?

xi. Support:
   a. Describe how incident resolution is handled for support issues.
   b. How is client support structured? What is the escalation process?
   c. What are the support hours?
   d. Are advanced support options available? At what cost?
   e. Describe how client satisfaction deficiencies are addressed and resolved.

xii. Service Level Agreement (“SLA”):
   a. The Offeror shall describe its service level agreements for the proposed services. Provide details around SLAs.
   b. The Offeror shall explain its methods for monitoring and measuring SLAs. What options are available to the Library upon the Offeror’s failure to meet its stated SLAs?

xiii. How many clients does the Offeror provide services to in the public sector? If reports are available, please include them.

xiv. Include any other relevant details.
Appendix B: Cost Proposal

Pricing

For Information Security and Practice Development, please include estimated costs for assessment, strategy development, and implementation time as noted on pages 3 and 4 under the section titled *Purpose*.

The Offeror shall provide pricing for each proposed solution for a 12-month period. The Offeror must ensure all costs are reflected, including “implied” or non-explicit costs.

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<td>Service Monitoring</td>
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<td>Scanning</td>
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<td>Desktop and Server Protection</td>
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<tr>
<td>Other Managed Service Recommendations</td>
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</tbody>
</table>

This table may be expanded by the Offeror, as necessary, in order to accommodate all applicable Service Rates, Charges and ongoing security offerings.

Service Rates and Charges shall be all inclusive.

There are no allowable reimbursable expenses.