

REQUEST FOR PROPOSAL
RFP-IT-02-22

FOR THE PROVISION OF
Managed Detect and Response Security
Services

Issue Date: March 31, 2022

Closing Date: April 21st, 2022

Time: 2:00 pm Local Time

Location: [Grey / Bonfire Procurement Portal](#)

Instructions to Respondents

Section 1 – **General Conditions**

1.1 **Submission Process**

Please follow the attached web link to gain access to the Grey County portal. Files are to be uploaded to the attached website and are not to be delivered to the Grey County Administration building.

[Link to Bonfire Website](#)

Requested Files:

Organize your Submission into the following individual files (note the required file types):

- Proposal (Filetype: PDF) - Required
- Bid Tables (complete online on Bonfire portal)
- Training Certificates

Each file has a maximum size of 50MB. You will upload each file individually into the Dropbox.

IMPORTANT NOTES:

Uploading large documents may take significant time, depending on the size of the file(s) and your Internet connection speed. Allocate sufficient time for all uploads to complete prior to the official closing time. Submissions will not be accepted after the official closing time.

You can only upload ONE file into each document upload slot. If you upload more than 1 file into the same upload slot, only the last file uploaded will be saved. Combine multiple files before uploading if required.

You will receive an email confirmation receipt after all files have been uploaded, and you have finalized your submission.

TECHNICAL SUPPORT:

Grey County is utilizing a [BonfireHub](#) digital submission Dropbox. Please contact Bonfire at Support@GoBonfire.com for technical questions related to your submission.

1.3 **Definitions**

Corporation(s):	Refers to “The Corporation of the County of Grey”
Owner(s):	Refers to “The Corporation of the County of Grey”
Proponent/Respondent:	Refers to “any eligible entity providing a Proposal”
Successful Respondent:	Refers, in the event of an award, “to the selected respondent”
RFP:	Refers to “Request for Proposal”

1.4 Proposal Closing

Proposal submissions must be received by the County of Grey:

2:00:59 PM local time, April 21, 2022

1.5 Late Submissions

Proposals received after the official closing time will NOT be considered during the selection process and will be returned unopened to the respective Respondent.

1.6 Proposal Opening

Respondents are advised there will NOT be a public opening for this RFP. Submissions received, by the date and time of closing, will be opened administratively by respective members of the Corporation at a time subsequent to the closing.

1.7 Last Date for Questions

Questions/Queries regarding the Proposal will only be received until 2:00 p.m. local time three days prior to closing date.

1.8 Completion of the Proposal

All items shall be submitted according to any instruction in the Request for Proposal Documents.

Proposals which are incomplete, conditional, illegible or obscure, or that contain additions not called for, reservations, erasures, alterations incorrectly submitted, or irregularities of any kind may be rejected.

1.9 Proposal Withdrawal

Any Proposal may be withdrawn prior to the scheduled time for Proposal Closing, or authorized postponement thereof. Withdrawals received verbally are not acceptable. Withdrawals must be received in writing and;

No Proposal may be withdrawn within two calendar days from the actual date and time of Proposal Closing.

1.10 Respondent Expense

Any expenses incurred by the Respondent in the preparation of the Proposal submission are entirely the responsibility of the Respondent and will NOT be charged to the Corporation.

1.11 Examination of Request for Proposal Documents

Each Respondent must satisfy himself/herself by a personal study of the RFP documents, by calculations, and by personal inspection of the site, respecting the conditions existing or likely to exist in connection with the proposed work. There

will be no consideration of any claim, after Submission of Proposals, that there is a misunderstanding with respect to the conditions imposed by this RFP.

Prices must include all incidental costs and the Respondent must be satisfied as to the full requirements of the RFP. No claims for extra work will be entertained and any additional works must be authorized in writing prior to commencement. Should the Respondent require more information or clarification on any point, it must be obtained prior to the submission of the RFP.

1.12 Inquiries, Discrepancies and Interpretations

Should a Respondent find omissions from or discrepancies in any of the RFP documents, or should the Respondent be in doubt as to the meaning of any part of such documents, the Respondent shall notify the designated person and office without delay. If the designated person considers that a correction, explanation or interpretation is necessary or desirable, an addendum will be issued to all who have received RFP documents.

No oral explanation or interpretation will modify any of the requirements or provisions of the Proposal documents.

1.13 Acceptance or Rejection of Proposals

1.13.1 The Corporation reserves the right to reject any or all Proposals, and to waive formalities as the interests of the Corporation may require without stating reasons therefore.

Notwithstanding and without restricting the generality of the statement immediately above, the Corporation shall not be required to award or accept a Proposal, or recall the Proposals at a later date:

- a) When only one Proposal has been received as a result of the Proposal call.
- b) Where the most responsive and responsible Respondent substantially exceeds the estimated cost of the goods or service.
- c) When all Proposals received fail to comply with the Specifications or Proposal Terms and Conditions.
- d) Where a change in the scope of work or specifications is required.

1.13.2 The Corporation shall not be responsible for any liabilities, costs, expenses, loss or damage incurred, sustained or suffered by any Respondent by reason of the acceptance or the non-acceptance by the Corporation of any Proposal or by reason of any delay in the acceptance of a Proposal, except as provided in the Proposal document.

1.13.3 Each Proposal shall be open for acceptance by the Corporation for a period of 90 calendar days following the date of closing.

1.13.4 Where the Proposal documents do not state a definite delivery/work schedule and a submitted Proposal is based on an unreasonable delivery/work schedule, the Proposal may be rejected.

1.14 Errors and/or Omissions

The Corporation shall not be held liable for any errors and/or omissions in any part of this RFP. While the Corporation has used considerable efforts to ensure an accurate representation of information in this RFP, the information contained in the RFP is supplied solely as a guideline for Respondents. The information is not guaranteed or warranted to be accurate by the Corporation, nor is it necessarily comprehensive or exhaustive. Nothing in the RFP is intended to relieve the Respondents from forming their own opinions and conclusions with respect to the matters addressed in the RFP.

1.15 Addenda

If required by the Corporation, addenda will be distributed to all Respondents registered as a document taker for this Proposal. Addenda will be distributed using the latest contact information as provided by the Respondent. It is the Respondent's responsibility to notify the Corporation of any changes to their email or mailing address. It is the Respondent's ultimate responsibility to ensure all addenda have been received.

Respondents shall be required to acknowledge receipt of addenda on the Respondent's Proposal Form contained in the Proposal document.

1.16 Proposal Award Procedures

Unless stated otherwise, the following procedures will apply:

1.16.1 The Corporation will notify the Successful Respondent of the award within 90 calendar days of the Proposal Closing.

1.16.2 Notice of Acceptance of Proposal will be by telephone and by written notice.

1.16.3 Immediately after acceptance of the Proposal by the Corporation, the Successful Respondent shall provide the Corporation with the Certificate of Liability Insurance, if required, and any other required documents within 14 calendar days of the date of Notification of Acceptance & Award.

1.17 Ability and Experience of Respondent

The Corporation of the County of Grey will not award this contract to any Respondent who does not furnish satisfactory evidence of possessing the ability and experience in this class of work and sufficient capital and equipment / manpower to ensure acceptable performance and completion of the Proposal.

Any proposal will be considered non-compliant if reference checks or past experience is deemed unsatisfactory, in the opinion of the County of Grey.

1.18 Indemnification

The successful Respondent shall indemnify and hold harmless the Corporation, its officers and employees from and against any and all liabilities, claims, demands, loss, cost, damages, actions, suits or other proceedings by whomsoever made, directly or indirectly arising out of the project attributable to bodily injury, sickness, disease or death or to damage to or destruction of tangible property caused by any acts or omissions of the Respondent, its officers, agents, servants, employees, customers, invitees or licensees, or occurring in or on the premises or any part thereof and, as a result of activities under this Proposal. Neither the Owner nor the Successful Respondent shall be obligated to indemnify the other party in any manner whatsoever for the other party's own negligence or for the negligence of anyone other than their own officers, agents, servants, employees, customers, invitees or licensees.

This indemnity shall survive the expiration or early termination of this Agreement and continue in full force and effect.

1.19 Regulation Compliance and Legislation

The successful Respondent shall ensure all services and products provided in respect to this Proposal are in accordance with, and under authorization of all applicable authorities, Municipal, Provincial and/or Federal legislation and Standards.

1.20 Sub-Consultants

No sub Consultants or collateral agreements shall be permitted with respect to the work of this assignment, except with the Corporation's express written consent and, in advance of commencement of sub Consultant activities.

Failure to obtain this consent may result in cancellation of the contract with the Successful Respondent.

1.21 Retrieval Of Official Document And Addenda

Only documents found on the County of Grey's website are to be considered the "official" documents. The County of Grey accepts no responsibility for the accuracy of information found on other websites. The onus is on the Respondent to check this site to verify they have received all relevant information.

Addenda will be posted on this website. Although we will attempt to e-mail registered Respondents to notify you when addenda are posted on the website, we do not guarantee that e-mails will be sent to you or received by you. It is the

Respondent's sole responsibility to check the website often to inform themselves of any posted addenda.

1.22 Governing Laws

This Proposal and subsequent contract/agreements will be interpreted and governed by the laws of the Province of Ontario.

1.23 Freedom Of Information

All correspondence, documentation and information provided shall become the property of the County. Any personal information required on the documentation presented is received under the authority of the Municipal Freedom of Information and Protection of Privacy Act, 1989, RSO, 1990. This information will be an integral component of the quote submission.

All written Proposals received by the County become a public record, once a Proposal is accepted by the County of Grey, and a contract is signed, all information contained in them is available to the public, including personal information.

Questions about collection of personal information and the Municipal Freedom of Information and Protection of Privacy Act, 1989, R.S.O. 1990, Chapter M.56, as amended, should be directed to:

Deputy Clerk/Records Manager, County of Grey

595 9th Avenue East, Owen Sound, Ontario

N4K 3E3 Telephone 519-376-2205

The Deputy Clerk has been designated by the Corporation of the County of Grey Council to carry out the responsibilities of the Act.

Section 2 – Specific Conditions**2.1 Budget Approval**

The Corporation reserves the right to add to or reduce the scope of the project to meet budget requirements. Changes in scope may be agreed upon subject to negotiations.

2.2 Pricing

No alterations, additions or deletions from the accepted submission price will be permitted without the prior written approval of the Owner(s).

2.3 Terms of Payment

Unless otherwise stated herein, the Corporation/Owner's normal terms of payment will be net thirty calendar days from the receipt of goods/services or the date of invoice, whichever occurs later. Invoices shall be forwarded to the attention of the Owner(s).

2.4 Performance

Any undue delays in the execution of the work and/or costs incurred by the Corporation due to inefficiencies in performance on behalf of the successful Respondent shall be deemed to be the responsibility of that Respondent and as such, any and all costs, as deemed appropriate and reasonable compensation for the Corporation, will be assessed to the successful Respondent.

2.5 Failure to Perform

Failure of the Consultant to perform in accordance within listed specifications will void the contract.

2.6 Extra Work

No work shall be regarded as extra work, unless it is ordered in writing by the Owner(s) and with the agreed price for the same specified in said order, provided said price is not otherwise determined by this Tender. A statement of the cost of extra work shall be made within thirty (30) calendar days after the completion of the said extra work.

2.7 Assignment Of Contract

The successful Respondent shall not assign transfer, convey, sublet or otherwise dispose of this contract or his/her right, title or interest therein, or his power to execute such contract, to any other person, company or corporation, without the previous consent, in writing, of the Corporation's officials, which consent shall not be unreasonably withheld.

2.8 Contact

All enquiries relative to the “**Proposal and Award Process**” shall be directed to:

‘Terms of Reference’ Contact

Jody MacEachern
Senior Manager
Information Technology
County of Grey
(519) 372-0219 ext. 1273
595 9th Avenue East
Owen Sound ON N4K 3E3
jody.maceachern@grey.ca

‘RFP Process’ Contact

Mike Alguire
Purchasing Manager
Finance Department
County of Grey
(519) 372-0219 ext. 1378
595 9th Avenue East
Owen Sound ON N4K 3E3
sharon.melville@grey.ca

Respondents shall submit inquiries via E-mail to both contacts.

Questions of clarification will be answered individually, but response(s) to any question that modifies the scope of the RFP will be circulated in writing as a RFP Addendum to all respondents who have received the RFP document from the Corporation.

Inquiries must be received no later than 4:30 p.m. three (3) working days prior to the closing date of the RFP; otherwise, a response may not be provided.

2.9 Proposal Evaluation

The specific evaluation criteria are as stipulated under Section 4 of the RFP. All submissions must be in compliance with the requirements of the RFP process in order to be considered for evaluation.

2.10 Insurance Requirements

The successful bidder shall, at its expense, obtain and keep in force during the term of this Agreement, Commercial General Liability Insurance satisfactory to the County of Grey, including the following and underwritten by an insurer licensed to conduct business in the Province of Ontario:

- (a) A limit of liability of not less than \$2,000,000/occurrence
- (b) The Owner shall be named as an additional insured
- (c) The policy shall contain a provision for cross liability in respect of the insured

The successful respondent shall be required to provide **Professional Liability** Insurance coverage (Errors and Omissions) (satisfactory to the Owner and underwritten by an insurer licensed to conduct business in the Province of Ontario) in the amount of not less than \$1,000,000 per occurrence.

2.11 Certificate Of Insurance

Within 14 days of award, the successful Proponent shall provide the County with a Certificate of Insurance acceptable to the County and, if requested by the County, certified copies of the insurance policies. The Certificate of Insurance must comply with the insurance requirements outlined in this Bid Solicitation. If the Certificate of Insurance is provided in a non-original form (e.g. a facsimile, photocopy or scanned electronic copy), the Proponent acknowledges and agrees that the County is fully entitled to treat any such Certificate as an original and that the Proponent will be responsible for the accuracy and validity of the information contained therein.

2.12 Workplace Safety & Insurance Board

Each Bidder confirms that they have Health and Safety policies and procedures in place with respect to the performance of the specific services which it is responsible to perform under this Agreement, and agrees to provide those policies and procedures to the County upon request.

Each Bidder is responsible for all costs associated with its workplace accidents and all premiums or assessments owing to the Workplace Safety and Insurance Board (WSIB), or insurance company if applicable for its own employees. Each Bidder shall, throughout the Term of the Agreement, provide the County with evidence of coverage for itself, its employees, subcontractors and subcontractors' employees under the Workplace Safety and Insurance Act or insurance policy.

Each Bidder shall comply with the *Occupational Health and Safety Act* (Ontario), the *Workplace Safety and Insurance Act* (Ontario), the *Human Rights Act* (Ontario), and applicable regulations under such legislation as well as the County's workplace health and safety policies and all other legal obligations with respect to worker health, safety and treatment and the Contractor hereby agrees to indemnify and hold the County, its elected officials, officers, employees, representatives and agents harmless from and against any and all liabilities, claims, demands, suits, losses, fines, surcharges, damages, costs and expenses (including legal fees and disbursements) arising out of the Contractor's failure to comply with such laws, regulations, policies and obligations.

The successful Bidder shall provide the Owner(s) with a copy of the Workplace Safety & Insurance Board's Clearance Certificate indicating the successful Bidder's good standing with the Board.

- (a) Upon award;
- (b) Prior to the expiration of the contract Period; and
- (c) At any other time when requested by the Owner(s).

2.13 Limited Liabilities

The Corporation's liability under this Proposal shall be limited to the actual goods/services ordered and provided.

2.14 Cancellation

- a) The Corporation reserves the right to immediately terminate the Contract for sufficient cause, including but not limited to such items as non-performance, late deliveries, inferior quality, pricing problems, etc.
- b) The Corporation may elect to terminate the Contract if the original terms and conditions are significantly changed, giving thirty (30) calendar day's written notice to the successful Respondent.
- c) Either party may terminate the Contract by giving the other party sixty (60) calendar day's written notice, giving reasons acceptable to the other. A period of less than sixty (60) calendar days to terminate the contract may be negotiable if mutually agreeable among the parties involved in the Contract.

2.15 Conflict Of Interest

This proposal is made by the Respondent without any connection, knowledge, comparison of figures or arrangement with any other person or persons making a proposal for the same work, and is in all respects fair and without collusion or fraud.

2.16 Proposal Evaluation and Qualification Criteria

An Evaluation Committee will evaluate each of the RFP's received in accordance with the evaluation criteria as set out below in Section 4. The Committee reserves the right to enter into further discussions in order to obtain information that will allow the Committee to reach a decision with a Respondent, and to waive irregularities and omissions if, in doing so, the best interest of the Corporation will be served.

The Corporation reserves the right to interview any, all or none of the respondents that submit a Proposal to provide the evaluation team with additional insight into the Respondent's ability to meet the requirements as requested in the RFP. The interviews would be conducted by the representatives of the Evaluation Committee as soon as possible but preferably within two weeks of the RFP close.

The Corporation reserves the right to negotiate the expense of services with the awarded respondent in order to reduce cost to meet budget requirements.

The Corporation reserves the right to negotiate with the awarded respondent to either expand or reduce the scope of the project to meet all requirements.

Section 3 – ***Terms of Reference***

3.0 Purpose

With the ever-changing threat landscape organizations are facing today, IT security is becoming more essential for organizations. The County is looking for a managed security services (MSS) partner to help protect against current and future cybersecurity threats.

Grey County is seeking a vendor to provide Managed Security Services, including:

- Hosting, Licensing, configuration, and administration of a Security and Event Management (SIEM) platform.
- All services managed by a fully staffed 24/7/365 Security Operations Centre (SOC) operated by the bidder or with a partner. Alerting for potential security and policy breaches.
- Escalated response, including real-time or automated response *by the vendor* of high-fidelity security alerts.
- Active and on-going vulnerability scanning of the County's exposed services.
- Threat hunting in the County's network.
- Reporting provide to IT management on security threats and MSSP performance; and
- Ability to provide fee-for-service remediation following cyber security incidents.

Bidders shall propose a solution based on the details provided in the Background section of this RFP and the technical specification sheet included. Bidders are encouraged to provide details on services and platforms that are not included in the proposal but could be implemented later to improve the County's security posture. The County may choose to implement any such services or platforms at the County's discretion, but will not be limited to those solutions based on this Request for Proposals.

The proposed solution should, at a minimum, include a SIEM to monitor and detect incidents in a fully staffed Security Operations Centre for all important components of the County's infrastructure.

At a minimum the following will be considered in scope

- All Firewalls
- Domain Controllers
- Database Servers
- Web Servers
- Remote Access Servers and Services
- File Servers

The preferred solution will include AI and Machine Learning capabilities to not only detect threats but actively stop them before they have a chance to execute or spread to other devices.

Vendors are encouraged to review the County's current security solutions and provide recommendations to improve the County's security posture beyond the scope of this RFP. Technologies such as NDR, EDR, XDR or SOAR may be requested to be implemented either as part of the initial project or added on in subsequent budget cycles with the winning bidder. Bidders must be able to support all the above services and technologies at time of bidding.

Other components of the County's IT infrastructure may be included in scope if it fits within budget or may be added as a separate engagement.

Any additional services that may be procured as a separate engagement will be subject to the same pricing structure in the initial proposal for the length of the agreement.

The County reserves the right to procure additional technologies and services from other vendors that relate to this RFP.

Bidders will also need to include:

- Full on-boarding for Grey County systems and devices, including project planning, project management and deployment of technologies.
- Per-client/device negotiable level of monitoring and response objectives.
- Annual testing.
- Informational and event reporting.
- Optional incident response and remediation services.
- Optional internal and external vulnerability scanning and reporting for all County assets.

The County may ask to have a demo of the solution and applications being proposed. This may be a walkthrough demo facilitated by the bidder or a trial of the service and software being offered to gain hands on understanding and proof of value.

3.1 Broader Public Sector

Any resultant contract between the Contractor and the County of Grey, including any amendments, may be accessed by any Municipality, Region, Single Tier, Town, Township, Village or any designated BPS organization. All provisions, excluding freight, shipping and delivery lead times will apply to any of the above listed entities opting to access the contract.

3.2 Background

Grey County IT staff manage equipment at 29 sites across the County, including Microsoft Azure. The County is currently in the planning stages to implement services at 12 of the County's housing facilities that will bring the total amount of sites to 41. All sites are interconnected via IPSEC VPN tunnels over various high-speed internet connection.

Grey County employs over 1000 staff of which 300 are full time computer users with dedicated computers and 400 are part time computer users with email access. The remaining number of staff do not use County IT devices or systems. There are approximately 420 workstations and 200 mobile devices.

The County network comprises 108 virtual servers and appliances. Servers are hosted in the County's primary data center at the Administration Building as well as three Long Term Care homes: Lee Manor, Grey Gables and Rockwood Terrace. Servers are hosted on Dell VxRail VMWare High-Availability clusters at each of these sites.

Further details regarding the County's technical infrastructure and in-place security solutions will be made available upon request to eligible vendors. To be considered eligible, vendors will require, at a minimum, previous experience providing cybersecurity services to government clients, with a SOC located in Canada or the US. Vendors will also require signing of a non-disclosure agreement to receive technical details.

3.3 Objectives and Deliverables

Respondents are to provide detailed descriptions of their proposal, including descriptions of all technology and software included, assigned staff resources for both deployment and post-deployment operation, internal security controls, reporting, and pricing.

Technical & Professional Services

Bidders are to provide a complete technical description of their proposed solution, including the hardware and software proposed and professional services offered. The solution must include a SIEM and detect and respond services, either through software or staff. Other technologies should be included as optional. The description must include:

- What technologies (hardware and software) and programs are included in this proposal. Provide details.
- Describe if the solution includes SIEM, EDR, NDR or XDR technologies. Optional pricing must be included for any technologies beyond SIEM.
- Include details on whether the proposal includes utilizing technologies

already in place at the County.

- The solution must natively integrate with the County's Firewalls (see technical detail sheet).
- Does the solution include alerting and/or protection from email-based threats?
- Does the solution support the technologies and server types in the tech details sheet?
- Does the solution integrate with KnowBe4 PhishER.
- Describe technical County side requirements.
- Are there minimum and maximum number of devices that can be monitored?
- Describe discovery, escalation, and notification processes including SLAs for issues discovered.
- Vendor must provide details of service level agreement, including notice for non-critical events, alerting and response for critical events.
- What level of access will County staff have to SOC systems?
- Describe the level of support the vendor is willing to provide, including estimated hourly fees, to provide remediation of security issues.
- The proposed solution and services must include managed detection and response, through either SOC staff services and/or software. Describe in detail what services are available, including detection, analysis, response, reporting and prevention.
- Does the vendor offer any type of forensic analysis capabilities?
- Does the solution use rule and signature-based solutions or machine learning/artificial intelligence?
- Can you provide vulnerability scanning on internal and external assets?
- Does the vendor have a redundant data centre/BCP/DRP?
- Provide details on hosting infrastructure and provide proof of valid certification and residency.
- Provide proof of SOC-II compliance as assessed by third party.
- Will vendor assign specific staff to the County during and after the project such as project implementation lead, SOC lead and SOC analysts?
- Is dark-web monitoring included in the proposal?

Reporting

- Show and describe how reports are structured – Provide examples
- Are detailed reports and review included in the proposal?
- How often are reports generated?
- How would clients access new reporting information?

- Indicate who the vendor intends to prepare reports for (municipal analysts, management, etc.).
- Reports should correspond to the NIST Cybersecurity Framework.
- Can ad-hoc reports be generated?

Governance

- The response must describe whether the solution adhere to NIST, or vendor must map their solution to NIST.
- Does the vendor have regular third-party audits on their systems and facilities?
- Successful bidders will be required to provide the most recent results of third-party security and industry audits and testing (SOC2, ISO, etc.) including any partners, third parties, fourth parties, etc. that may have direct or in-direct access to County systems or data

Implementation and Personnel

Bidders must provide in their responses a detailed implementation plan, including resumes and roles of the staff that would be involved in the project implementation. This section include timelines and estimate that commitment requirement for Grey County's staff. The vendor must also provide resumes of staff that will be responsible for managing the SOC and Grey County's account post implementation.

- Provide details on how the solution would be implemented. i.e. on boarding, appliance requirements, installation details, recommendations for minimum monitoring (what systems), etc.
- What level of County staffing will be required for on-boarding and project implementation?
- What level of County staffing is anticipated to run and maintain the solution post installation.
- Is training included for Grey County IT staff?
- Does the vendor include any engagement to continuously improve the client's IT security posture?
- Vendor to provide resumes of staff that be assigned to the County's account for both the implementation and post-implementation operations.
- Describe vendor staff roles in the proposed SOC.

Financial

Proposals must include detailed financial estimates, as well as supporting documentation as to how those estimates were derived. Vendors are permitted to seek supplemental information, such as log estimates or device counts.

- Is the software owned by the vendor and sub-licensed to the County, or

owned by the County?

- Respondents should address, in detail, the cost model for all comments included in what is proposed in the initial project and optional components and services.
- Based on technical information provided by the County, provide detailed estimate for proposed services. Further information may be requested by vendors to develop estimates.
- Provide costing in using estimates for both rate of consumption and events per second, provide detailed analysis for how these costs are derived.
- Explain how costing is developed (total endpoints, total log volume).
- Provide hourly rates for extra support: Analysts, Technician, Management, after hours surcharges, incident response, etc.
- Provide a fee structure for incident response and remediation services, if offered.
- Bidders to indicate whether an additional retainer is required for the potential provision of remediation services.

Data

- All recorded logs and data shall be kept active and be searchable for up to 1 year.
- After one year, data can be placed into archive storage and kept for 7 years.

All data generated for/on County systems shall be accessible at any time to County staff and subject to the County's standards, by-law's, policies and procedures.

All data related to the County shall be considered the property of the County.

Contract

The County will enter into a 3-year contract with the winning bidder, with two 1-year extensions and an opt out clause after year 1 should the County wish to discontinue the service for any reason.

3.4 Meetings and Administration

Depending on the proposals submitted, the County may request an interview with vendors and partners and demonstration of proposed solutions.

3.5 Communication Timelines

3.6 Proposal Submission Format

Proposals should include, but not be limited to, the following components:

- Qualifications and Experience of the firm including personnel qualifications and their experience relating to similar projects.
- Methodology or a description of the project approach for each required component
- Work Plan or a description of the detailed steps to completion of deliverables including schedule, an approach to time control, quality control
- Price shall be uploaded as a separate document and shall not be within the Proposal Submission

3.7 Milestone Timelines

Listed below are the key project dates.

Milestone	Completion Date
Proposal Request Issued	March 31, 2022
Questions Due	April 18, 2022
Proposal Close	April 21 2022
Interviews and Demonstrations (if required)	May 2022

Note: although every attempt will be made to meet all dates, the Corporation reserves the right to modify any or all dates at its sole discretion.

Section 4 – Respondent Selection Procedure**4.0 Selection Process**

Proposals will be assessed on the basis of information provided by the Respondent at the time of submission. The evaluation of Proposals will be conducted by an evaluation team comprised of staff members from the Corporation.

Each Proposal shall demonstrate a thorough understanding of the Scope of Work and be organized so as to follow the Evaluation Criteria.

4.1 Evaluation Criteria

Proposals will be assessed against the following criteria. The Corporation reserves the right to shortlist firms for further evaluation and interviews which may alter the final scoring results. Proposals will be scored based on meeting or exceeding the expectations of the established evaluation criteria.

	Evaluation Criteria	Weight Factor
1	Methodology Understanding of assignment - A description of project approach for each component within the item entitled 'Objectives and Deliverables'	35
2	Qualifications and Experience Experience and credentials of firm Experience and qualifications of personnel assigned to the project Experience relating to similar projects in the public sector Experience relating to a multi-faceted County or Regional type setting	25
3	Work Plan Description of detailed work plan/completion of deliverables including schedule and approach to time control	20
4	Price Overall submitted price for services and approach to cost control	20
	Total	100

	Questionnaire – Mandatory questions must be “Yes” Within the Bonfire Portal is a three-tab questionnaire. The second tab is a list of 27 mandatory requirements and each requirement is worth 10 points. Any answer of NO, will render the submission as not compliant. Any bidder who would like more information on the process or the requirements, are asked to make contact with those listed in section 2.8 of the RFP.	270
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The Corporation reserves the right to reject any or all proposals. The Corporation also reserves the right to not proceed with the project without stating reason thereof.

Selection of a proposal(s) will be based on all the above criteria and any other relevant information provided by the Respondent(s).

All proposals are to be submitted with the understanding that the selection of a proposal for discussion by the Evaluation Committee shall not thereby result in the formation of a contract. Nor shall it create any obligation on the County to enter into further discussions.

Evaluation of the project manager and project support staff will include an assessment of the firm's overall ability to provide multi-disciplinary capabilities and resources to this project and the Project Manager's past experience on similar projects.

The assessment of past project experience will include evaluation of the Consultant's success with previous experience of this nature, the previous experience of proposed staff for this project and the stability and reputation of the firm.

Respondents shall include in their proposal a minimum of three project references demonstrating these attributes, preferably in projects of a similar magnitude and design to that specified herein.

The project will be awarded to the respondent who, in the sole judgment of the Corporation, provides the best overall value. The Corporation will not be obligated to select the lowest cost or any proposal. The Corporation reserves the right to conduct references on the Respondents, the results of which may affect the award decision.

4.2 Ranking and Contract Negotiations

Ranking of Proponents

After the completion of evaluations, the proponents will be ranked based on their total scores. The top-ranked proponent will receive an invitation to enter into direct contract negotiations to finalize the agreement with the County. In the event of a tie, the selected proponent will be determined in accordance with the County Procurement Policy.

Contract Negotiation Process

Any negotiations will not constitute a legally binding offer to enter into a contract on the part of the County or the proponent and there will be no legally binding relationship created with any proponent prior to the execution of a written agreement. Negotiations may include requests by the County for supplementary information from the proponent to verify, clarify or supplement the information provided in its proposal or to confirm the conclusions reached in the evaluation, and may include requests by the County for improved pricing or performance terms from the proponent.

Time Period for Negotiations

The County intends to conclude negotiations and finalize the agreement with the top-ranked proponent during the Contract Negotiation Period, commencing from the date the County invites the top-ranked proponent to enter negotiations. A proponent invited to enter into direct contract negotiations should therefore be prepared to provide requested information in a timely fashion and conduct its negotiations expeditiously.

Failure to Enter into Agreement

If the parties cannot conclude negotiations and finalize the agreement for the Deliverables within the Contract Negotiation Period, the County may discontinue negotiations with the top-ranked proponent and may invite the next-best-ranked proponent to enter into negotiations. This process will continue until an agreement is finalized, until there are no more proponents remaining that are eligible for negotiations or until the County elects to cancel the RFP process.

Proposal Form

For the Provision of: **Managed Security Services**

As Supplied by:

Firm Name_____
Address_____
Postal Code**Hereinafter Called the Bidder**To: The Corporation of Grey County
595 9th Avenue East
Owen Sound Ontario N4K 3E3**Hereinafter Called the Corporation**The Bidder Declares

1. No person(s), firm or corporation, other than the Bidder, has any personal interest in this Proposal or in the award for which this Proposal is made;
2. No officer or employee of the Corporation is or will become interested directly or indirectly as a contracting party, partner, shareholder, surety or in any portion of the profits thereof, or in any of the monies to be derived, therefrom;
3. This Proposal is made without any connection, comparison of figures, or arrangements with, or knowledge of any other corporation, firm or person making a Proposal for the same and is in all respects without collusion or fraud;
4. By signing this submission, I confirm I have read and understood the content and requirements of this Tender document;

Acknowledgement to receipt of Addenda

This will acknowledge receipt of the following addenda and that the pricing quoted includes the provision set out in such addenda;

Addendum #**Date Received**

☐ Check here if NO Addenda received**LOWEST OR ANY TENDER NOT NECESSARILY ACCEPTED**

Date _____, 2022

Signature of Bidder

By my signature, I hereby confirm I am a principal, or have been duly authorized by the principal/board, to sign on behalf of the above named.

Bid Table

Included in the bid price for all items shall be all disbursements for mileage, meals, printing, equipment rental rates, associated office disbursements and any other activity relating to the completion of the assignment. The chart below is a sample only. Bid Tables to be completed as part of your submission can be found on the Bonfire Portal.

Status	#	Item	Quantity Required
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Overall Cost

0	#1-1	Labour cost of implementation	1
0	#1-2	Detailed licensing estimate on SIEM. Provide details within your proposal as to how you are providing this estimate.	1
0	#1-3	Annual operating labour cost	1

Bidder Information

Bidders must complete this form and include with the Tender Submission.

Please ensure all information is legible.

1.	Bidder's Contact Individual	
2.	Office Phone #	
3.	Mobile #	
4.	Email Address	
5.	WSIB Account# (if applicable)	
6.	HST Account #	

Bidder: _____ **Date** _____

Signature: _____