

REQUEST FOR PROPOSALS

For

Security and Network Operation Center (SOC\NOC) Solution

Issued By

COMMUNITY BEHAVIORAL HEALTH

Date of Issue:
February 16, 2022

Applications must be received no later than
2:00 p.m. on March 3, 2022

All questions related to this RFP should be submitted via e-mail

to Hans Leach at hans.leach@phila.gov

**EQUAL OPPORTUNITY / AFFIRMATIVE ACTION EMPLOYER:
WOMEN, MINORITY INDIVIDUALS, AND PEOPLE WITH DISABILITIES
ARE ENCOURAGED TO RESPOND**

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1. Introduction

Community Behavioral Health (CBH), a Behavioral Health Managed Care Organization (BH-MCO) for the Pennsylvania HealthChoices Program, is seeking a service provider to implement and manage a Security Information and Event Management (SIEM), Security Operations Center (SOC) and Network Operations Center (NOC) solution. The SIEM, SOC and NOC would complement and integrate with each other; the SIEM would aggregate all logs, the SOC would analyze, provide detailed remediation, recommendation and testing, and the NOC would provide proactive monitoring across all assets.

This document serves to describe the project for which we are requesting bids. It is the objective of CBH to approach this project iteratively; this staging approach is detailed in Section 2.3. Project Staging and 3.2. Target Timeline and Milestones. CBH recognizes that details described here may vary based on vendor recommendations or detailed analyses of the environment. As such, vendors may suggest alternative approaches that promote an optimal solution.

2. Guide to this RFP

This document conveys our vision for a SIEM\SOC\NOC solution. We have included a background section about our organization and information about core solution requirements. **To support vendors in developing a response to this RFP, a more detailed list and visual representation of CBH infrastructure environment will be made available upon request. If you would like to access this document, please contact Hans Leach at (hans.leach@phila.gov). You will be required to complete a Non-Disclosure Agreement (NDA) prior to receiving access to this information.**

Please read all sections so that your response is comprehensive.

2.1. Project Overview

CBH is a 501(c)(3) organization under contract to the City of Philadelphia, through the Department of Behavioral Health and Intellectual Disability Services (DBHIDS), to administer the behavioral health Medicaid program for Philadelphia. CBH contracts with various providers to deliver behavioral health treatment to its members.

The purpose of this request for proposal (RFP), is to acquire a managed service provider (MSP) to implement a fully managed SIEM, SOC and NOC solution to secure, proactively monitor and enhance our services and availability to our members. This solution would aid CBH in protecting our digital assets by assimilating, analyzing and reporting various log data points and alerting the appropriate technical teams and stakeholders to potential security issues and imminent infrastructure issues and outages.

2.2. Overview of Functionality

The overall functionality of the SIEM, SOC and NOC solution will include advanced professional services and support for a combination of software and hardware infrastructure that is used to provide critical services to our staff, vendors, and members. Applicants must provide a complete solution that includes the requested services, support, certified professional engineers, on-call support, and a full-service operations center.

Professional services will include the following areas of service and support:

1. Security and Network Operations Center
2. On-call / On-Demand / Incident Responses Technical Support
3. 24x7 monitoring, respond to alarms and escalating alerts
4. External vendor management and ticket management until closure with root cause analysis
5. Device Health (Up/Down ICMP, CPU, Memory, Disk, Power, internal components etc.)
6. SNMP monitoring of all related equipment
7. Weak Ciphers Monitoring
8. QoS troubleshooting
9. Interface monitoring for all uplink ports and critical ports
10. Internal and External Penetration Testing
11. Identity and Privileged Access Monitoring
12. Data Protection and Classification Monitoring
13. Performance Management, Trending and Historical reporting on managed devices
14. Capacity Management, Trending and Historical reporting on managed devices
15. Configuration management and best practices recommendations
16. Configuration back-ups (security and networking devices, e.g switches and firewalls)
17. Security event investigation, remediation, and recommendations
18. Patch management and version control management
19. Fault detection and resolution
20. Incident management and ticketing
21. Reporting: Environment Health Status (Security and Operational) Weekly\Monthly
22. Customer portal and environment and security dashboards

2.3. Project Staging

To achieve the above functionality, CBH anticipates that this project would be deployed in an iterative process. As the project progresses, we anticipate various integrations with other solutions such as applications, cloud services, on-prem infrastructure, etc. Therefore, systems integration capability is a core requirement. **For more information about CBH's existing information technology systems, please contact Hans Leach at (hans.leach@phila.gov).**

3. Scope of Work

3.1. Project Management

We expect the response will include details about the on-boarding process, projected timelines of implementation, CBH requirements, and a demo of the proposed solution. The Applicant will submit a detailed project plan with identified goals and standing weekly progress update meetings. We expect the Applicant will designate one individual as a Project Manager and/or primary point of contact throughout the project.

3.2. Target Timeline and Milestones

We expect that this solution will be implemented in phases. At a high level, we expect the following milestones to be reached and for the Applicant to provide the associated due dates:

Milestone	Due Date
SIEM – Log and Event Integration, Testing and Validation	Per Vendor
NOC – Monitoring of Server (Physical and Virtual	Per Vendor
NOC – SNMP Monitoring	Per Vendor
NOC\SOC – Infrastructure Alert Configuration and Thresholds	Per Vendor
SOC – Vulnerability Review and Remediation	Per Vendor
SOC – Configuration Review and Remediation	Per Vendor
Staff Training	Per Vendor
Post-Implementation: Clean up and Decommission Period	Per Vendor

The selected Applicant will be evaluated for reaching the above milestones. Failure to meet these milestones may result in remedies that include rescinding the award for this RFP. Meeting the above milestones will also be contingent on CBH putting forth a good-faith effort to provide sufficient and necessary information, including technical support, to the selected Applicant. Applicants are welcome to propose an alternative timeline and should provide a detailed justification if selecting to do so.

Please note that we expect there to be a post-implementation period during which support will be needed to finalize and clean-up the environment. We expect that the Applicant clearly outlines their plan for providing support to CBH during this post-implementation period.

This plan should also include a transition strategy for handling events that might affect the services provided, including but not limited to: insolvency or bankruptcy of the Applicant, acquisition of the Applicant by another party, etc.

3.3. Device List

Equipment Type	Counts
Cloud - O365	1
Cloud - Meraki APs	1
Cloud - Okta	1
Cloud - Box	1
Cloud - Jira	1
Cloud - Snowflake	1
Cloud - End Point Protection: CrowdStrike	1
Cloud - Tenable: Vulnerability Management and Assessment	1
SIEM: LogRhythm (Server, Switch)	1
Data Protection and Classification: Varonis Monitoring	1
Cloud - Horizon (VDI) (on-prem)	31
Application: In-House Develop Application	44
Application: Vendor Packaged Solution	TBD
Database Servers	7
Physical Server	20~
Virtual Servers: Azure Windows	1
Virtual Servers: Azure Linux	2
Virtual Servers: Windows	110~
Virtual Servers: Linux	13
VMWare: Host	3
VMWare: vCenter	1
Firewall\VPN: WatchGuard (Old)	2
Firewall\VPN\IPS\IDS: Fortinet (New)	TBD
Web Filtering: Website Proxy	TBD
Switches: Cisco \ HPE Aruba	25~
Routers	6
Access Points	35~
Internet Circuits: (1) Verizon (1GB) \ (1) Comcast (200MB)	2
Point-to-Point Circuit: To City Network (10GB)	1
Backup: Veeam	3
Replication	~
Printer	250~
Laptop	750~
Desktops	430~

3.4. System Maintenance and Management

We expect that the response will include a policy for responding to requests and inquiries from CBH. This policy should include an approximate timeline and SLA to which issues will be resolved as well as an accompanying pricing structure, if necessary. We also expect that the response will include schedule details about any system downtime and default maintenance windows required for updates.

3.5. Understanding the Scope of Work and Requisite Experience

Responses will be evaluated on demonstrated comprehension of the above “Scope of Work,” including the following (not in order of importance):

1. Experience with equally technically challenging and complex projects
2. Detailed work plan with timelines that include the post-implementation period
3. Responsiveness to the functionality requirements
4. Realistic and detailed budgets with milestones
5. Willingness to agree to payments based on milestones
6. Significant familiarity with state and federal privacy and security standards (e.g. HIPAA)
7. Experience with Security and Network Management

Please see Section 4.2.2., “Project Understanding and Proposed Scope of Work,” and Section 4.4.2., “Scoring by Review Committee,” for additional information relating to this section.

4. Proposal Format, Content, and Submission Requirements; Selection Process

4.1. Required Proposal Format

4.1.1. Proposal Cover Sheet

The cover sheet (see Attachment A) should be completed with the Applicant’s information and included as the first page of the proposal.

4.1.2. Table of Contents

A table of contents should be included as the second page of the proposal, with each section of the proposal included and with a page number for the first page of each section.

4.1.3. Format Requirements

Proposals must be prepared simply and economically, providing a straightforward, concise description of the Applicant’s ability to meet the requirements of the RFP. Each proposal must provide all the information detailed in this RFP using the format described below. The narrative portion of the proposal must be presented in print size of 12, using Times New Roman font, single spaced on 8.5” by 11” sheets of paper with minimum margins of 1”. For each section where it is

required, the Applicant must fully answer all of the listed questions in the outline form in which they are presented in the RFP. Answers to each question must be numbered/lettered and correspond to the numbered/lettered questions in this RFP. Failure to number and letter the questions or to respond to all questions may result in the proposal being considered non-responsive. Each attachment, appendix, or addendum must reference the corresponding section or subsection number.

Applicants are required to limit their narrative responses to 25 single-spaced pages. This page limit includes Section 4.2.1. Applicant Profile/Statement of Qualification/Relevant Experience to 4.2.5. Project Plan and Timeline below. There are no limitations for the cost proposal and operational documentation and requirements (Sections 4.2.6. and 4.2.7). If you have responded to a requirement in another part of your proposal, make reference to that section and do not repeat your response. Applicants whose narrative exceeds 25 single-spaced pages may have their proposals considered non-responsive and be disqualified.

4.2. Proposal Content

The proposal should follow the format below. Information should be complete and demonstrate that the consultant can perform the required work in a professional manner.

4.2.1. Applicant Profile/Statement of Qualification/Relevant Experience

Provide company contact information, including how long you have been in business and the specific services you provide. Please provide a brief narrative description of the purpose, corporate status (profit or non-profit), and organizational structure of the company. Organizational charts may be used to support appropriate aspects of this narrative and may be included as an attachment to your proposal. Identify and briefly describe related work completed in the last three years. Describe only work related to the proposed effort and include any examples of similar work in governmental, non-profit, or human-services-related organizations. Include evidence of satisfactory and timely completion of similar work performed for past projects.

4.2.2. Project Understanding and Proposed Scope of Work

Prepare a brief introduction, including a general demonstration of understanding of the scope and complexity of the required work. Provide a description of how the proposed services will be provided, including how the work will be developed, shared, and mutually agreed upon with CBH. Please include a description of each item identified in the scope of work section (*see Section 3., "Scope of Work," above*) and describe creative solutions and alternative approaches where feasible.

4.2.3. Personnel

Identify key personnel who will be assigned to this project. Detail their experience in work related to the proposed assignment. Specify the Project Manager and/or individual who will serve as a contact person. Provide resumes and job descriptions for all individuals proposed to participate in the project. Provide copies of certifications of any individual whose job description requires a

certification. In this section, also state the intention, if that is the case, to utilize subcontractors to perform any of the work for this project. For each subcontractor, provide the name and address of the subcontractor, a description of the work the subcontractor will provide, and whether the subcontractor is a minority-, woman-, or disabled-owned business. For the SOC and NOC support team, please provide staffing levels (day vs night), staff tiering structure per shift, and ratio of staff to customer supported.

4.2.4. References

Please include at least three references, with contact information, from organizations that have used your organization's services in the past three years and have been customers for a minimum of 12 months.

4.2.5. Project Plan and Timeline

Provide a description of the project plan and timeline for the implementation and on-going support being sought through this RFP. Please reference section 3.2. Target Timeline and Milestones for milestone that should be included within the project plan.

4.2.6. Cost Proposal

Please provide a cost proposal based upon your best understanding of the scope of the project and the services to be delivered. This cost proposal should include the total estimated cost for this project, itemized by the expected project milestones outlined in your proposal or in another comprehensive manner. This cost proposal should also include the provision of a detailed list of charges for services, including post-implementation. The list of services should include at a minimum:

- a. Hourly personnel rates for all staff assigned to this project, including post-implementation staff
- b. Fees for subcontractors
- c. Reimbursable rates for expenses such as printing, copies, etc.
- d. Other miscellaneous costs and fees

Final rates will be determined in negotiations with the qualified Applicant after the proposal submissions have been reviewed and contract negotiations have begun. Although CBH may begin contract negotiations based on the submitted proposal, CBH reserves the right to have discussions with those Applicant(s) falling within a competitive range and to request revised pricing offers from them and to make an award or conduct negotiations thereafter.

4.2.7. Operational Documentation and Requirements

Please make sure to include completed and signed (where applicable) attachments with your submission:

- Attachment A: CBH Administrative RFP Response Cover Sheet
- Attachment B: City of Philadelphia Tax and Regulatory Status and Clearance Statement
- Attachment C: City of Philadelphia Disclosure Forms (forms attached separately as a PDF)
- Attachment D: City of Philadelphia Disclosure of Litigation Form
- Attachment E: Acknowledgement of CBH Administrative Procurement Terms/Conditions

Additionally, in this section, please include the following information, either within the section itself or by reference to an attachment to your proposal:

- Tax Identification Number
- Letter attesting that all required federal, state, and local taxes (including payroll taxes) for the past 12 months have been paid
- In the case of for-profit organizations, group, or individual practices, disclosure of any person or entity holding any shared ownership or controlling interest of 5% or more of the company
- MBE/WBE/DSBE Status (for-profit Applicants)

4.3. Submission Process and Procurement Schedule

The anticipated procurement schedule is as follows:

RFP Event	Deadline Date
RFP Issued	February 16, 2022
Deadline to Submit Questions	February 22, 2022
Answers to Questions on Website	February 24, 2022
Application Submission Deadline	2:00 PM on March 3, 2022
Applicants Identified for Contract Negotiations	March 11, 2022

CBH reserves the right to modify the schedule as circumstances warrant.

Please note that due to office closures surrounding the COVID-19 public health emergency, only electronic submissions will be accepted for this RFP as described below.

This RFP is issued on February 16, 2022. To be considered for selection, all applications must be delivered to **Hans Leach at (hans.leach@phila.gov) no later than 2:00 p.m. on March 3, 2022.** Submission requirements:

- Subject lines should say “CBH SIEM\SOC\NOC Solution RFP.” Applications submitted by any means other than email will not be accepted.
- Applicants must submit an electronic version of the application prepared as a PDF document; this submission will be considered the original and should include all signed documents noted in Section 4.2.7., “Operational Documentation and Requirements.”
- Applications submitted after the deadline date and time will be returned.
- The individual Applicant or an official of the submitting agency, authorized to bind the agency to all provisions noted in the application, must sign the cover sheet of the application (see Attachment A).

4.4. Selection Process

An application review committee will review all responses to this RFP. Based on the criteria detailed below, the committee will make recommendations concerning the submissions that are best able to meet the goals of the RFP.

Submissions will be reviewed based upon the merits of the written response to the RFP as well as a technical demonstration (See Section 4.4.2.1.).

Specific scoring criteria upon which the review will be based include the following.

4.4.1. Threshold Requirements

Threshold requirements provide a baseline for all proposals, which means they provide basic information that all Applicants must meet. Failure to meet all of these requirements may disqualify an Applicant from consideration through this RFP. Threshold requirements include timely submission of a complete application with all sections outlined in Section 3., “Scope of Work,” and in Section 4., “Proposal Format, Content, and Submission Requirements; Selection Process” completed.

Threshold requirements include having the requisite experience and qualifications to implement the solution and being a vendor in good standing with the City and CBH.

Threshold requirements also include consideration of the Applicant’s financial status, including any potential delinquencies to the City and CBH. Proposals may be rejected if, in CBH’s judgment, the Applicant has failed to provide all information required by this RFP; has been delinquent or unfaithful in the performance of any contract with CBH or others; is delinquent, and has not made arrangements satisfactory to CBH with respect to the payment of City taxes or taxes collected by the City, or other indebtedness owed to the City or other taxing authorities; is not in compliance with regulatory codes applicable to Applicant; is financially or technically incapable; or is otherwise not a responsible Applicant.

As part of the Threshold Review, CBH will check each Applicant against all required Commonwealth and Federal exclusion lists to ensure that the Applicant or its principals are not excluded from receiving federal funds.

4.4.2. Scoring by Review Committee

Applicants that do not meet all the threshold requirements will have their proposals disqualified. Scoring will be based on both the written proposal and the technical demonstration. For Applicants meeting the threshold requirements, the scoring criteria upon which the review will be based are as follows:

- Demonstrated understanding of the project as indicated by a description of each item in the scope of work section
- Appropriateness of proposed project approach, project plan, timeline and resource estimates, architectural design, and post-implementation strategy
- Demonstrated qualifications and relevant experience
- As stated in the cost proposal section, likelihood that the proposal will provide the best value compared to other submitted proposals

4.4.2.1. Technical Demonstrations

Applicants that meet all threshold requirements will also be required to record and submit a technical demonstration that complements their written proposal. The demonstration will be factored into the Applicant's overall score. Applicants meeting threshold requirements will be notified after this threshold review, and further guidance will be provided at that time.

4.4.3. MBE-/WBE-/DSBE-owned and Local Businesses

Special consideration will be given for the following:

- Businesses owned and controlled by minorities, women, and disabled persons
- Philadelphia-based Applicants

4.4.4. Questions Relating to the RFP

Written requests for access to the CBH Data Systems documents must be submitted to Hans Leach at (hans.leach@phila.gov). All questions concerning this RFP must be submitted in writing via email to Hans Leach at (hans.leach@phila.gov) by 5:00 p.m. on February 22, 2022. CBH will respond to questions it considers appropriate to the RFP and of interest to all Applicants, but reserves the right, in its discretion, not to respond to any question. Responses will be posted on the CBH website by February 24, 2022. Responses posted on this website become part of the RFP upon posting. CBH reserves the right, in its discretion, to revise responses to questions after posting by posting a modified response. No oral response to any Applicant question by any CBH employee or agent shall be binding on CBH or in any way considered to be a commitment by CBH.

Contact regarding this RFP with CBH or related staff other than the individual named above is not permitted, and failure to comply with this restriction could result in disqualification.