



Chicago Teachers' Pension Fund

REQUEST FOR PROPOSAL

Managed SIEM as a Service (MSaaS)

No. FY19-0006

(Note: this version of the RFP has been updated to extend the compiled Q&A posting date to Wednesday, November 21, 2018).



Chicago Teachers' Pension Fund

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I. SUMMARY

This Request for Proposal (“RFP”) is being issued by the Public School Teachers’ Pension and Retirement Fund of Chicago (“CTPF” or the “Fund”) to solicit proposals from qualified Information Security Consultants (“Bidder” or “Consultant” or “Firm” or “Respondent”), to provide Managed SIEM as a Service or Managed Threat Detection (MTD) for our IT Infrastructure.

If you are interested in the proposed engagement, we welcome proposals from qualified firms. Respondents must satisfy the qualifications and requirements outlined herein.

II. BACKGROUND

Established by the Illinois General Assembly in 1895 as the Public School Teachers’ Pension and Retirement Fund of Chicago, CTPF administers a multi-employer defined benefit public employee retirement fund. CTPF is administered in accordance with Illinois Compiled Statutes (ILCS) Chapter 40, Articles 1, 17, and 20.

CTPF is governed by a Board of Trustees made up of twelve (12) members. The Board of Trustees oversees the Fund’s benefit programs, approves all benefits, makes investment decisions, and provides general operational oversight.

For more information about the Fund, please visit www.ctpf.org.

III. SCOPE OF WORK

CTPF is seeking proposals from qualified Respondents for a Managed SIEM as a Service solution that provides security monitoring, alerting, and reporting for our on-premises and cloud-based IT infrastructure and client workstations and mobile devices. Services may also include vulnerability scanning advisement, guidance with risk assessments and gap analysis, continuous monitoring and assessment of on-premises and cloud-based firewall and perimeter defenses of the hosts and services exposed to the Internet, monitoring and analysis of any anomalous or suspicious lateral activity, and training and education.

Please describe areas or processes, not included in the scope of this engagement that your firm may examine in order to provide more complete and thorough services. The following information should be used to determine the scope of this project and provide applicable pricing for each requested category of providing managed security services.

CTPF reserves the right to select all or some of the managed security services listed below that best matches its needs and budget for the project.

Detailed Scope of Managed SIEM as a Service Specifications & Requirements:

Technology Features

1. Collection/Aggregation/Normalization

Indicate whether and how the managed SIEM service offers collection, aggregation, and normalization capabilities for the following data types and data sources:

- Net flow data / data sources.
- Identity data / data sources.
- Application-specific data / data sources.
- Database-specific data / data sources.
- Configuration data / data sources.
- File integrity data / data sources.
- Non-log infrastructure information.
- Full packet capture.

2. Correlation

Indicate whether and how the managed SIEM service offers correlation capabilities for the following areas:

- Correlation according to canned policies.
- Correlation according to user-defined policies.
- Correlation according to behavior-based.
- Correlation according to big data analytics or machine learning functionality.
- Indicate whether correlations are performed on solution itself or performed by an integrated separate platform.
- Indicate whether correlations can include host/asset criticality information to enable prioritization.

3. Forensic Analysis

Indicate whether and how the managed SIEM service offers forensic analysis capabilities and describe for these areas:

- Custom querying.
- Data drill-down.
- Data export of relevant forensic analysis data with data preservation.
- Parsing of IAM and application data.
- Support for ad hoc queries for incident investigation with ability to query both normalized data and original data collected.
- Event session reconstruction to present the raw data in an understandable way.

4. Data Management, Retention, and Security

Describe the data management and security capabilities inherent within your service solution. Address the following:

- Role-based access control to the solution as a whole.
- Role-based access control to specific capabilities, functions and/or data repositories within the solution.
- Encryption of all data within remote collectors/aggregators/analyzers, where such devices are part of your solution.

- Encryption of all data within local collectors/aggregators/analyzers.
- Encryption of all communications between collection point and storage repositories.

Describe the data retention capabilities inherent within your service solution. Address the following:

- Indicate whether your solution allows for hierarchical storage management such that active data can be retained for real-time investigation and historical data can be retained for as required investigation.
- Where the capability exists, indicate the volume of active data that can be stored within the system (expressed in correlated events) for real-time access.
- Where the capability exists, indicate the volume of historical data that can be stored within the system (expressed in correlated events) for as required access.
- Indicate the ability, if it exists, to provide for extended storage of log files beyond capability of SIEM appliance (On-premises, syslog, cloud storage, etc.).
- Indicate the ability, if it exists, for the creation of automated policies for moving data logs to on-premises or cloud storage.
- Indicate the ability, if it exists, to query against both the resident and non-resident storage of the SIEM.
- Indicate the data compression ratio.
- Indicate the capability, if it exists, to perform data access monitoring of the SIEM itself (integration with database audit and protection products, e.g., Data Loss Prevention [DLP], or Federated Identity Management [FIM]).

5. Threat Intelligence Feed

Describe the integration capabilities of your service solution. Address the following:

- Indicate what real-time threat intelligence feed platforms you either provide or are provided through third-party service(s).
- List what real-time threat intelligence feeds your SIEM platform can integrate with.
- Describe the updating schedule of the related threat intelligence feeds and how this can be customized by the user.
- Describe the formats and uses an integrated threat intelligence feed supports with respect to the following actions:
 - Update watch lists
 - Update reporting
 - Update alerting
 - Update filtering
 - Update rules
 - Update querying

6. Incident Management

Describe the incident management capabilities of your service solution. Address the following:

- Describe your solutions ability to detect incidents or breaches and provide management capabilities to enable a streamlined process from detection to remediation of an incident.

- Indicate the ability to generate an incident and triage this incident into prioritized rankings in order to provide the most important areas of work for administrators.
- Indicate the ability to integrate with enterprise workflow systems.
- Indicate the ability to integrate with early breach detection solutions in order to gain better incident detection.

7. Remediation

Describe the remediation capabilities of your service solution. Address the following:

- Describe your solution's inherent ability to provide bi-directional communication with network and security devices to enable remediation in the face of defined incidents.
- Indicate where the capabilities exist for the creation of remediation activities defined by administrators.
- Indicate where the capabilities exist for the implementation of approval of workflow with hierarchy of approval when remediating activities.
- Indicate the ability to generate automated remediation policies.
- Indicate the ability to integrate with security technologies and non-security solutions for remediation actions.

8. Alarming and Alerting

Describe the alarming and alerting capabilities of your service solution. Address the following:

- Describe the process by which the command console can be configured to issue alarms and alerts. Detail the different alarming/alerting mechanisms that can be configured and the manner in which those alarming/alerting mechanisms are configured.
- Indicate whether your solution can integrate with third-party ticketing and workflow systems, and where integration is possible, indicate with which platforms your solution integrates, and describe the integration process.

9. Auditing and Reporting

Describe the auditing and reporting capabilities of your service solution. Address the following:

- Describe the auditing and reporting capabilities for captured logs. Address whether standard report templates exist, whether they must be constructed, or whether the system supports ad hoc reporting only. Where standard templates exist, indicate what types of reports they represent and in all cases indicate what types of information can be presented in reports. Specify if specific compliances mandates can be reported against.
- Indicate whether your solution can integrate with third-party reporting solutions, and where integration is possible. Indicate with which platforms your solution integrates and describe the integration process.
- Describe how scheduled and ad hoc custom reports are created and what formats the reporting can be saved in for data filtering, formatting, and sorting.
- Indicate if quarterly high-level meetings conducted by the service manager with Fund IT management to review new application capabilities and service features, enhancements, and platform functional improvements can be arranged.

- Indicate if regular weekly debriefing sessions conducted by the service manager with Fund IT security personnel to review reports, incident logs, ticket history, and any concerns or issues can be arranged.
- Indicate if copies of the Respondent's new SOC 2 Type II reports can be provided on an annual basis.
- Indicate the retention capability for reports.
- Indicate whether data analytics is available on auditing and reporting results.

Architecture

1. Deployment

- Please describe in detail the deployment mode of your solution.

2. Required Infrastructure/Licenses

- Indicate how many collectors/aggregators/analyzers/embedded sensors and what type will be required in our on-premises and cloud instance sites for optimal levels of network protection.

3. Required Supporting Devices

- Indicate whether your service solution requires separate and dedicated management devices. If a separate and dedicated management device is not required, but one is available, indicate the management enhancements provided by this device/license.
- Indicate whether your solution requires separate and dedicated reporting devices. If a separate and dedicated reporting device is not required, but one is available, indicate the reporting enhancements provided by this device/license.

4. System Scalability

- Indicate the degree to which your service solution can be scaled. Indicate both the degree to which an individual collector/aggregator/analyzer can be scaled (that is, have its performance increased/enhanced without being replaced), as well as the degree to which the system as a whole can be scaled (that is, the number of individual collectors/aggregators/analyzers that can be effectively managed via the management interface).

5. Other Systems Integration

- Indicate which type(s) (if any) of the following enterprise solutions your solution(s) can integrate with:
 - Security solutions:
 - Perimeter anti-malware solutions
 - Firewall/UTM solutions
 - Intrusion detection/prevention solutions
 - Network devices:
 - Core switches
 - Distribution switches

- Routers
- Servers:
 - Application servers
 - Database servers

 - Web servers
 - Communications servers (email, unified communications, etc.)

Support

1. Customer Support

- Do you provide toll-free customer support 24 hours a day, seven days a week? Please specify all paid and unpaid support options.

2. Geographic and Language Support

- Do you provide support in North America, in English?

3. User Manuals

- Do you provide a complete set of user manuals (either in hardcopy, softcopy, or via a searchable software interface) for all software applications to document and explain system features and functions?

4. Implementation Support

- Do you provide complete turnkey implementation, and project management support? Please specify which support will be included and which is provided for an additional fee. Also specify whether support is available directly or provided through a partner.

5. Training

- Describe the type of training provided to administrators. Specify whether training is available direct from the vendor or provided through a partner.

6. Software Updates

- Do you provide future software releases and updates to all applications as part of regular software maintenance fees?
- Please describe the standard update cycle.

7. Technical Documentation

- Do you provide technical documentation for support staff including system overviews, design, flowcharts, and file layouts?

8. Performance monitoring

- Do you provide software monitoring to identify anomalies and provide automatic upgrades?

9. Implementation & Configuration

- Describe the process by which collector/aggregator/analyzer devices/licenses for your solution are deployed. Include any tasks that must be performed on systems or devices already deployed (e.g. network configuration and third-party integration).
- Describe the process by which the management devices/licenses for your solution are deployed. Include any tasks that must be performed on systems or devices already deployed (such as network configuration and third-party solution integration).
- Describe the process by which the reporting devices/licenses for your solution are deployed. Include any tasks that must be performed on systems or devices already deployed (such as network configuration and third-party solution integration).
- Describe the process by which the command console(s) for your solution(s) is initially configured. Include the creation of administrative accounts, key databases, audit and reporting functions, policy creation, etc.

10. Ongoing Operations

- Describe the process by which the initial configuration of your solution is performed. Include the implementation of any signature database(s), the creation of any rules, and the configuration of any and all settings required for optimal operations.
- Describe the process by which the initial configuration of your solution is updated and maintained. Include the update of any signature database(s), the update and/or modification of any rules, etc.
- Describe the processes by which the command console can be backed up. Address whether the back-up process in any way compromises operations and/or security.

Proof of Technology (PoT)/Proof of Concept (PoC):

CTPF may require that finalists conduct a PoT/PoC which would require entering into a Non-Disclosure Agreement (NDA). Please include answers to the following questions regarding a potential PoT/PoC:

- Can you describe your process and required timeframe or lead time needed to conduct a PoC/PoT?
- Is there a fee to conduct a PoC/PoT?

IV. TIMELINE

| EVENT | DUE DATE |
|---|---|
| RFP Distribution | Monday, November 5, 2018 12:00 p.m. (CST) |
| Written questions due from Respondents | Tuesday, November 13, 2018 12:00 p.m. (CST) |
| Compilation of questions and answers posted to www.ctpf.org | Wednesday, November 21, 2018 |
| RFP Due Date | Friday, November 30, 2018 12:00 p.m. (CST) |

V. CONTACT

Any questions concerning this RFP must be directed to:

| | |
|---------|--|
| Name(s) | Becky Z. Gonzales, Counsel Sandy McNamara, Legal Assistant <i>(Direct all communications to Becky Gonzales with a copy to Sandy McNamara)</i> |
| Address | Chicago Teachers' Pension Fund 203 North La Salle Street Suite 2600 Chicago, IL 60601-1210 |
| Phone | 312-604-1202 <i>(Becky Gonzales)</i> 312-604-1251 <i>(Sandy McNamara)</i> |
| Email | gonzalesr@ctpf.org mcnamaras@ctpf.org <i>(All emails sent to Becky Gonzales with a copy to Sandy McNamara)</i> |

VI. TERM OF ENGAGEMENT

The term of the engagement will be governed by the negotiated contract or agreement, as limited by the Illinois Pension Code and CTPF's administrative rules. CTPF may, in its sole discretion, terminate the contract at any time during that term.

VII. SUBMISSION GUIDELINES

In order to be considered for selection, proposals must be received via email, in PDF format, by Becky Gonzales at gonzalesr@ctpf.org with a copy to Sandy McNamara at mcnamaras@ctpf.org no later than **12:00 p.m. (CST), on November 30, 2018. (Late submissions will be rejected as unresponsive)**. Paper submissions will be rejected as non-conforming. An email confirmation will be sent to the Respondent upon receipt of the proposal.

VIII. PROPOSAL CONTENT AND FORMAT

All information requested in the RFP must be addressed in the Respondent's proposal. Proposals should provide a concise explanation of Respondent's qualifications and the proposed services to be rendered. Emphasis should be placed on completeness and clarity of content. Each proposal must be submitted in response to categories A through J outlined below and must be clearly labeled as such.

A. Cover Letter

- a. Briefly state the Respondent's understanding of the work requested and a statement why the Respondent believes it is best qualified to perform the engagement. The letter should be signed by the representative of the Respondent authorized to contract on behalf of the Respondent.

B. Title Page

- a. Date
- b. Subject
- c. Respondent's name and chief executive officer (or the equivalent)
- d. Respondent's address
- e. Respondent's website address
- f. Respondent's phone number
- g. Respondent's fax number
- h. Contact's name
- i. Contact's title
- j. Contact's phone number
- k. Contact's email address

C. Table of Contents

D. Project Plan

- a. Address the various tasks, services, and deliverables outlined in Section III. Scope of Work and describe the specific approach that will be taken in performing each task or service or providing each deliverable.
- b. Describe how Respondent has the necessary dedicated staffing and bandwidth to take on this engagement.
- c. Describe any deliverables or services, not included in Section III. Scope of Work that your Firm would suggest be provided in order to provide more complete and thorough services.
- d. Indicate the location of the office(s) from which the work on this engagement is to be performed.
- e. Provide a percentage break down of how much of the engagement will be performed on your site, CTPF's site or remotely.
- f. Identify tasks that will be performed by your Firm and tasks that will be performed by CTPF's staff.

E. Billing

- a. Provide billing by type of work along with hourly rates.
- b. State any special considerations with respect to billing or payment of fees and expenses that Respondent offers and that you believe would differentiate your Firm from other proposals and make your Firm's services more cost effective to the Fund.
- c. CTPF expects the lowest rate charged by Respondent for its governmental and non-profit clients. If for any reason Respondent is unwilling or unable to charge the lowest rate, please explain why.

- d. The billing rate will be fixed for the term of this engagement.

F. Firm's Background, Qualifications, and Experience

- a. Briefly describe Respondent's background, history, and ownership structure, including any parent, affiliated or subsidiary company, and any business partners. The firm must be regularly-established in the industry of providing the services outlined in Section III. Scope of Work, and have experienced personnel able to provide the required services. CTPF may request information substantiating the above requirements. Failure to provide this information may result in a Respondent's proposal being declared non-responsive.
- b. Provide the size of the Firm including number of offices and number of full-time employees. Identify the key personnel proposed for the CTPF engagement, emphasizing specific experience on contracts similar in scope to the requirements of this RFP. Describe his or her position, current responsibilities, areas of expertise, experience, education, professional designations, and memberships. Include details regarding the proposed management of the personnel who would be assigned to the CTPF engagement. CTPF expects a reasonable notice of key personnel being removed from the engagement and reserves the right to approve the replacement of key personnel.
- c. Provide the number of years that the Firm and any identified individuals have been providing the services requested in this RFP.
- d. Provide details on your Firm's employee benefit industry experience/expertise.
- e. Indicate the number and nature of part-time professional staff to be employed in this engagement.
- f. Will your Firm use outside contractors (subcontractors) for this engagement? If so, what confidentiality agreement is in place to protect sensitive information from disclosure? What allocation of the scope of services will be assigned to outside contractors (subcontractors)?
- g. Indicate Respondent's due diligence process in hiring, evaluating, and monitoring its staff and contractors, as applicable.
- h. List any known professional or personal relationships Respondent or its employees or contractors may have with individual CTPF Board members and/or Fund staff.
- i. Identify any potential or actual conflicts of interest you have in providing services to CTPF. State whether you have ever provided services to CTPF, the City of Chicago, the Chicago Board of Education ("Chicago Public Schools" or "CPS"), the Chicago Teachers' Union ("CTU"), the Retired Teachers' Association of Chicago ("RTAC"), the Chicago Principals and Administrators Association ("CPAA"), any Chicago charter school, or any employee group or trade organization related to the aforementioned entities. If so, please state the name of each such client or former client, contact information, and the nature and time frame of such representation. In providing such information you consent to and agree to release CTPF from any liability that may result from contacting such client(s) and communicating with such client(s) about your prior engagements, and soliciting an opinion regarding the work performed for such reference. In addition, please state how you intend to resolve any potential or actual conflict of interest.

- j. Identify all public sector or ERISA fund clients who have terminated their working relationship with you in the past five (5) years and provide a brief statement of the reason(s) for the termination. Provide each client's contact information. You consent to and hereby release CTPF from any liability that may arise from contacting your former client(s) and communicating with them about the work you performed and the reason for your termination.
- k. Provide copies of the Respondent's SOC 2 Type II reports for the past 2 years.

G. Insurance, Liability, Confidentiality, and Litigation

- a. What assurances can you provide that your Firm will not be subject to cyber-attacks? Describe security and protection measures.
- b. It is expected that the selected firm will have adequate quality control procedures in place to guarantee the accuracy of the work performed. Please describe your quality assurance procedures.
- c. Please describe the levels of your professional liability insurance coverage for client security breaches (cyber risk) and any fiduciary or professional liability insurance your Firm carries. Is the coverage on a per client basis or is the dollar figure applied to the Firm as a whole? List the insurance carriers.
 - i. What limitation on liability, if any, do you impose through your contract?
The Firm must not seek to unreasonably limit their liability for negligence.
 - ii. Are you bonded?
 - iii. Does coverage for liability, due to your negligence, continue for a period following termination of the contract? If so, for how long?
 - iv. Identify the amount, type of coverage, deductible, and any coinsurance.
- d. What is the organization's policy on confidentiality during and after the engagement?
- e. Has your Firm ever been involved in a lawsuit in the last ten (10) years involving any services provided by the Firm? If so, provide details, including description of the lawsuit, dates, and outcomes.
- f. Has your Firm, related entities, affiliates, principals, and/or officers been a party in any material civil or criminal litigation, or subject to investigation, disciplinary action, or regulatory review, whether or not directly related to services requested by this RFP? If so, provide details, including dates and outcomes.
- g. Describe any anticipated litigation in which your Firm may be involved.

H. Sample Contract or Agreement

- a. Provide a sample contract/engagement letter for the services proposed by your Firm.

I. References

- a. Please provide three references who are clients for whom you have performed work similar to that requested in this RFP. Include the reference contact name, title, entity, address, telephone number, email address, and description of the services provided.
- b. In providing such information, you consent to and hereby release CTPF from any liability that may arise from contacting your references and communicating with such references about your prior engagements, and soliciting an opinion regarding the work performed for such reference.

J. Required Disclosures

- a. **All Respondents must provide answers to each written disclosure requested below in categories (i) through (ix) as part of their RFP response.** Note that VIII(J)(a)(vi) below requires completion of the EEOC chart attachment to this RFP. **Failure to provide answers to each disclosure question or failure to provide the completed EEOC chart may cause your proposal to be deemed non-responsive.** Respondents should use “none” or “not applicable” as appropriate, but a response **must** be provided for each disclosure category below. Your disclosures must be clearly labeled as “J. Required Disclosures.”
- (i) The Respondent must disclose, labeling each category, separately: (a) any entity that is a parent of, or owns a controlling interest in, the Respondent, (b) any entity that is a subsidiary of, or in which a controlling interest is owned by, the Respondent, (c) any persons or entities who have an ownership or distributive income share in the Respondent that is in excess of seven and one-half percent (7.5%), and (d) any persons who serve as executive officers of the Respondent, including their titles.
 - (ii) The Respondent must disclose, separately: (a) any direct or indirect payments in excess of \$1,000 per calendar year within the prior five (5) calendar years made to any community or not-for-profit organization relating to public education by: (i) the Respondent, (ii) any executive officer of the Respondent, (iii) any parent entity of the Respondent, (iv) the executive officers of any entity that is a parent of, or owns a controlling interest in, the Respondent, and (v) any Shareholder of Respondent with ownership or a distributive income share in the Respondent that is in excess of seven and one-half percent (7.5%); (b) any formal involvement with any community or not-for-profit organization relating to public education by any person or entity identified in (a) above; and (c) any involvement as a member or director of a charter school that contributes to the Fund of any person or entity identified in (a) above. For purposes of this Section VIII(J)(a)(ii) and (iii), “Shareholder” shall mean any person who has an ownership or distributive income share in the Respondent.
 - (iii) The Respondent must disclose if: (a)(i) any executive officer of the Respondent, (ii) any parent entity, (iii) the executive officers of any entity that is a parent of, or owns a controlling interest in, the Respondent, and (iv) any Shareholder of the Respondent with ownership or a distributive income share in the Respondent that is in excess of seven and one-half percent (7.5%) has given any direct or indirect financial support in excess of \$1,000 per calendar year within the prior five (5) calendar years or (b) whether the persons or entities identified in (a) above have had any formal involvement within the prior five (5) calendar years with a community or not-for-profit organization with a central purpose of influencing public policy related to budgetary and fiscal policy which directly or indirectly relates to the continued availability and long-term viability of defined

benefit pensions in the public sector, to education policy, or to retirement security policy.

For the purposes of this disclosure, an organization has the “central purpose” of influencing policy if it is understood with the exercise of reasonable due diligence, including but not limited to the examination of the organization’s IRS filings and other publicly-available statements of purpose, that the organization intends to affect policy or engage in lobbying or other advocacy activity. A Respondent is not required to disclose contributions to organizations that engage in such activities in furtherance of providing medical research, aid to the poor, disaster relief, or other such tangible goods or service. The Trustees have determined that the following organizations presently fall under this required disclosure:

American Enterprise Institute,
American Legislative Exchange Council,
Brookings Institution,
California Common Sense,
California Policy Center,
Civic Committee of the Commercial Club,
Heritage Foundation,
Howard Jarvis Taxpayers Association,
Illinois Municipal League,
Illinois Policy Institute,
Independent Institute,
Jessie Ball DuPont Fund,
Laura and John Arnold Foundation,
Mackinac Center for Public Policy,
Manhattan Institute for Policy Research,
Massachusetts Taxpayers Foundation,
Mercatus Center at George Mason University,
National Council on Teacher Quality,
National Institute for Labor Relations Research,
Nelson Rockefeller Institute of Government,
National Taxpayers United of Illinois,
Pioneer Institute,
R Street Institute,
Reason Foundation,
Show Me Institute,
State Policy Network,
StudentsFirst,
Taxpayers for Sustainable Pensions,
Taxpayers United of America,
Teacherspensions.org,
Texas Public Policy Foundation,
The Future of Freedom of Foundation,
The Pew Charitable Trust,
UnionWatch,

Urban Institute,
Wyoming Liberty Group, and
Any state or local affiliates or chapters of the above organizations.

- (iv) The Respondent and any parent, controlling entity, subsidiary, or affiliate must disclose any direct or indirect financial relationships, transactions, or consulting agreements with the Chicago Board of Education entered into within the prior five (5) calendar years. Any such direct or indirect financial relationships, transactions, consulting agreements, or consulting-related contracts with the Chicago Board of Education entered into on or after the execution of an agreement shall be identified in an amended Respondent Disclosure within thirty (30) calendar days of any new relationship, transaction, investment, agreement, or contract with the Chicago Board of Education.
- (v) The Respondent must disclose the names and addresses of any subcontractors and the expected amount and/or percentage of money each will receive under the agreement if authorized by the Fund.
- (vi) The total number of Respondent's staff. The number of Respondent's staff and percentage of its staff, broken out separately for each category, who are (1) a minority person, (2) a female, or (3) a person with a disability. This information must be provided using the EEOC chart available on CTPF's website. Supplemental information to the EEOC chart is welcome.
- (vii) The number of current contracts that the Respondent has with a (1) minority owned business, (2) female owned business, or (3) business owned by a person with a disability.
- (viii) The number of current contracts that the Respondent has with a business other than (1) a minority owned business, (2) a female owned business, or (3) a business owned by a person with a disability, under which, while the business is not owned by one of the above categories, where more than fifty percent (50%) of services performed pursuant to the contract are performed by (1) a minority person, (2) a female, or (3) a person with a disability.
- (ix) The Respondent shall agree to annually disclose various EEO data and diversity of vendor's contracts as required by the Fund.

K. Exhibits and Attachments

- a. Any additional information or exhibits appropriate for CTPF's consideration may be included under this category.

IX. WRITTEN QUESTIONS

Prospective Respondents who have questions regarding this RFP may email the contacts listed above by the due date listed in the timeline above for written questions. Please reference “Managed SIEM as a Service RFP Questions” in the subject line of the email. The questions (without identification of the questioner) and the answer will be posted on the CTPF website according to the above timeline.

X. PROPOSAL EVALUATION

The following guidelines will be used to analyze and evaluate all proposals. CTPF reserves the right to evaluate all factors deemed appropriate, whether or not such factors have been stated in this section.

A. QUALIFICATIONS

In order to be selected for this engagement, the Respondent must demonstrate that it can meet the requirements of the RFP and the scope of work contained in the RFP.

The Respondent must be regularly established in the industry of providing managed security services and must provide detailed information in response to Section VIII (f) Firm’s Background, Qualifications, and Experience. CTPF may request information substantiating the above requirements.

The MSSP security consulting team must consist of individuals with in-depth experience across multiple technologies including, client platforms, server infrastructures, web applications and IP networking. Individuals on the team should hold valid certifications relevant to their role such as, Certified Information Systems Security Professional (CISSP) or equivalent.

Failure to provide this information may result in a Respondent’s proposal being declared non-responsive.

B. REVIEW OF PROPOSALS

- a. An Evaluation Committee consisting of Trustees and/or Fund staff will evaluate all proposals received.
- b. The Committee will determine if Respondents meet the mandatory requirements listed below:
 - i. The Respondent has no conflict of interest with respect to any other work performed by the Respondent.
 - ii. The Respondent must demonstrate that it can meet the requirements of the RFP and the Scope of Work contained in this RFP.
 - iii. The Respondent must adhere to the instructions in this RFP.
 - iv. The Respondent must follow the proposal content and format outlined in Section VIII and respond to every requested item within that section.
 - v. The Respondent must provide clearly marked answers to all disclosures requested in Section VIII(J)(a).
- c. Factors to be considered by the Committee members include, but are not limited to:
 - i. Qualifications to perform the services requested;
 - ii. Price;
 - iii. Responses to the Proposal Content in Section VIII; and

iv. Presentation to the Committee (if applicable).

Any contract award is ultimately a decision of the Board of Trustees and is not to be based on the evaluations, scoring, or recommendations by the Evaluation Committee.

This RFP is not an offer of a contract. Acceptance of a proposal does not commit CTPF to award a contract to any Respondent, even if the Respondent satisfied all requirements stated in this RFP.

Publication of this RFP does not limit CTPF's right to negotiate for the services described in this RFP.

CTPF reserves the right to choose to not to enter into an agreement with any of the Respondents to this RFP.

The information submitted in response to this RFP becomes the exclusive property of CTPF.

XI. FINALIST PRESENTATIONS

After the proposal submission due date, CTPF will contact the top-ranked Respondents to set up a meeting, approximately one hour in length, with the RFP Evaluation Committee either on-site at the CTPF offices, 203 N. La Salle St, via videoconference, or by telephone. At these meetings, Respondents must be prepared to provide a brief presentation on their services as outlined in their proposal and answer any questions regarding their proposal. Additionally, Respondents may be invited to present to the CTPF Board of Trustees and/or a Board Committee.

At the discretion of the Board of Trustees, top-ranked Respondents may not be asked to present to the Evaluation Committee; rather, such Respondents may instead be asked to present directly to the Board of Trustees or to a Board Committee.

XII. RFP WITHDRAWAL OR MODIFICATION

Proposals may be withdrawn or modified by a written or email request prior to the RFP due date. CTPF may, by written notice to all Respondents, cancel, postpone, or amend the RFP prior to the due date. If CTPF decides, at its sole discretion, that the revision or amendment will require additional time for response, the due date will be extended for all Respondents.

XIII. INCOMPLETE PROPOSALS

CTPF reserves the right to request additional information or to reject the proposal outright if the information provided in a Respondent's proposal is deemed to be insufficient for evaluation. False, incomplete, or unresponsive statements in connection with a proposal may be sufficient cause for its rejection. The evaluation and determination of the fulfillment of the requirements will be determined by CTPF and such judgment shall be final.

Any proposal received at the designated email after the required time and date specified for receipt shall be considered late and non-responsive. Late proposals will not be evaluated for award.

Proposals submitted shall be valid for one hundred twenty (120) days following the closing date noted above. CTPF and the Respondent may extend this period by mutual written agreement. If a solicitation is cancelled before the due date, the offer will be returned to the Respondent who submitted the response.

XIV. SELECTION OF WINNING BID

Award of the contract resulting from this RFP will be based upon the most responsive Respondent whose offer, in the sole discretion of the Board of Trustees, is the most advantageous to CTPF in terms of the Respondent's submission, including, but not limited to qualification, meeting contract requirements, cost, and other factors as specified in this RFP.

After evaluation of the proposals and approval by CTPF, all Respondents will be notified of the result. Contract negotiations will commence with the selected Respondent.

XV. REIMBURSEMENT FOR PROPOSAL PREPARATION

CTPF will not reimburse any expenses incurred in responding to this RFP including, but not limited to, the costs of preparing the response, providing any additional information, or making a presentation or presentations. CTPF reserves the right to retain all proposals submitted and to use any ideas in a proposal regardless of whether that proposal is selected.

XVI. QUIET PERIOD

During the RFP review period (which begins on the date the RFP is posted on CTPF's website) to and until a contract is executed, there shall be no communication between Respondents and CTPF's Board members or Fund staff (other than the RFP contact listed in Section V or his or her designee) regarding any product or service related to the search. Respondents may communicate with the Contract and Procurement Administrator or her designee solely regarding administrative questions relating to the procurement process. All other questions must be asked and will be responded to through the RFP question and answer process.

The quiet period shall not prevent customary respondent due diligence, initiated by CTPF, or communications with a current service provider who happens to be a candidate, provided that any such communication must be in the ordinary course of business and necessary for the provision of current services provided by such service provider. Discussions relating to the pending selection are strictly prohibited.

XVII. RFP LIMITATIONS AND CONDITIONS

- A. This RFP does not commit CTPF to award an agreement or procure services of any kind whatsoever. CTPF reserves the right, in its sole discretion, to negotiate with any or all applicants considered, or to postpone, delay, or cancel this RFP, in whole or in part. CTPF may terminate discussions, in its sole discretion, or select another finalist. CTPF reserves the right to award an agreement or agreements based upon the proposals received. The Firm should not assume that there will be an opportunity to alter or amend its proposal at a later date or at the time of contract negotiations.
- B. CTPF may request that Respondent clarify the content of the proposal. Other than for purposes of clarification, no Respondent will be allowed to alter or amend its proposal after the RFP due date.
- C. All materials submitted in response to this RFP shall be the sole property of CTPF. CTPF reserves the right to use any and all ideas submitted in the proposals.
- D. CTPF reserves the right to reject or cancel in whole or in part at any time, any and all proposals received; to waive minor irregularities; to negotiate in any manner necessary to best serve CTPF and to make a whole award, multiple awards, a partial award, or no award.
- E. CTPF reserves the right to reject any or all offers and to discontinue this RFP process without obligation or liability to any potential vendor.
- F. CTPF reserves the right to reject the proposal of Respondent who is not currently able to perform the contract. CTPF reserves the right to award a contract, if at all, to the Firm which will provide the best match to the requirements of the RFP and the needs of the Fund, which may not be the proposal offering the lowest fees. CTPF may take into consideration any factor it deems relevant, including but not limited to, past experience, financial stability, the ability to perform the requirements as set forth in this RFP, or previous failure to perform similar contracts in accordance with the terms, or in a timely manner, and other relevant criteria. CTPF is not required to accept for consideration any proposal that fails to address or does not comply with each of the requirements or the criteria set forth in this RFP.
- G. CTPF reserves the right to award a contract on the basis of initial offers received, without discussions or requests for best and final offers. Conversely, CTPF reserves the right to request best and final offers.
- H. Any contract award is ultimately a decision of the Board of Trustees and is not required to be based on the evaluations, scoring, or recommendations by the Evaluation Committee.
- I. If Respondent submits a proposal, CTPF reserves the right to conduct its own due diligence and to undertake such investigations as it deems necessary to determine Respondent's satisfaction of the qualifications and ability to furnish the required services. Upon request, Respondent agrees to provide any and all information for this purpose.
- J. CTPF reserves the right to request additional documentation or information from Respondents. Requested information may vary by Respondent. CTPF may ask questions of any Respondent to seek clarification of a proposal to ensure the Respondent understands the scope of the work or other terms of the RFP.
- K. CTPF does not guarantee or commit to contracting any specific number of projects to Respondent during the life of the agreement.
- L. Written approval from CTPF will be required for any news releases regarding the award of contract.

XVIII. MINORITY AFFILIATION

CTPF is an equal employment opportunity employer, and endeavors to increase the utilization of vendors who are MWDBE companies. Please provide any information relative to your Firm's minority Firm affiliations or minority Firm participation in the engagement, and a MWDBE breakdown for your Firm. Please also provide any MWDBE subcontractors/subvendors that Respondent intends to use on this contract, including the name, role, and expected payments and percentage utilization.

XIX. WAIVER OF CLAIMS

By submitting a proposal, the Respondent agrees to waive any claim it has or may have against CTPF, its Board of Trustees, and/or CTPF officers, employees, and agents arising out of or in connection with the administration, evaluation, or recommendation of any proposal, the waiver of any requirements under the RFP, the acceptance or rejection of any proposal, and/or the award of the contract.

XX. CONTRACT NEGOTIATIONS

Once the Respondent(s) has been selected to perform the services, the parties will begin negotiating the terms of the engagement. CTPF does not anticipate or desire a lengthy negotiation. CTPF may, in its sole discretion, terminate negotiations and proceed to engage another party for such services, whether or not that party was a Respondent, if the parties are unable to expediently negotiate an agreement or reach a bargaining impasse.

XXI. NOTICE REGARDING ILLINOIS PUBLIC RECORDS LAWS

The proposal that you submit will be subject to the Illinois Freedom of Information Act (5 ILCS 140/) "FOIA Act"). The FOIA Act provides generally that all records in the custody or possession of a public body are presumed to be open to inspection or copying. Any public body that asserts that a record is exempt from disclosure has the burden of proving by clear and convincing evidence that such record is exempt from disclosure. CTPF will determine, in its sole discretion, whether the materials are subject to public disclosure, if a request is made in accordance with the FOIA Act for materials submitted in response to this RFP. If CTPF denies a public records request based on a Respondent's representation that such information is proprietary, privileged, and/or confidential, Respondent, by submission of a response to this RFP making these proprietary, privileged, and/or confidential assertions, agrees to reimburse CTPF for, and to indemnify, defend, and hold harmless CTPF, its officers, Trustees, fiduciaries, employees, and agents from and against any and all claims, damages, losses, liabilities, suits, judgments, fines, penalties, costs, and expenses including, without limitation, attorneys' fees, expenses and court costs of any nature whatsoever (collectively, "Claims") arising from or relating to CTPF's complete or partial FOIA denial based on Respondent's assertions. By submitting your proposal, you further agree to indemnify, defend (at CTPF's discretion), and hold CTPF harmless from and against any and all Claims arising from or relating to CTPF's complete or partial disclosure of your proposal if CTPF determines, in its sole discretion, that such disclosure is required by law, or if disclosure is ordered by a court of competent jurisdiction.

XXII. MOST FAVORED TERMS

All prices, terms, warranties, and benefits offered by the Respondent in its proposal must be comparable or better than those offered by the Respondent in agreements with substantially similar governmental or quasi-governmental clients. Should the Respondent make available more favorable terms to a substantially similar governmental or quasi-governmental client with respect to the types of services set forth in Respondent's proposal, Respondent will make such prices, terms or conditions available to CTPF.

XXIII. AGREEMENT AND APPROVAL

The Fund may select one or more firms to provide the services described herein.

To the extent one or more firms are selected, CTPF will work to negotiate an agreement with the selected firm (s), giving due consideration to the stipulations in the Firm's(s') submitted standard agreement.

The selected firm(s) shall be required to assume full responsibility for all services and activities offered in its/their proposal whether or not provided directly. Further, CTPF will consider the selected firm(s) to be the sole point of contact with regard to contractual matters, including payment of fees.

The selected firm(s) and its/their personnel, including subcontractors, shall treat any and all information provided by CTPF as confidential and is/are prohibited from using that information for any other purposes than those provided by contract, without CTPF's express written consent.

The selected firm(s) shall not use a subcontractor without CTPF's express written consent. All terms and conditions of a contract with the selected firm(s) shall be equally binding on any subcontractors.

The selected firm(s) shall meet specific performance standards established during the contract negotiation process. The approved project schedule, specifying agreed upon, significant milestone events, and a project completion date, shall be incorporated into the contract as projects are identified and assigned to the successful Respondent(s) by CTPF.