



JACKSON STATE UNIVERSITY
Request for Proposals (RFP) 23-03
Arctic Wolf Managed Detection and Response Service
Cybersecurity Protection of JSU's Network

ISSUE DATE: AUGUST 5, 2022

ISSUING AGENCY: Office of Purchasing and Travel
Jackson State University
1400 John R. Lynch Street
Jackson, MS 39217

Sealed proposals, subject to the conditions made a part hereof, will be received until **Wednesday, September 7, 2022 at 11:30 a.m. in the JSU Office of Purchasing and Travel**, same address as above, for furnishing services as described herein.

IMPORTANT NOTE: Indicate firm name and RFP number on the front of each sealed proposal envelope or package.

All inquiries regarding this RFP should be directed to:

Emily Tschiffely
Office of Purchasing and Travel (same address as above)
601-979-0978
emily.c.tschiffely@jsums.edu

Any addendum associated with this RFP will be posted at <https://www.jsums.edu/finance/bid-information/> located under RFP 23-03. It is the respondent's responsibility to assure that all addenda have been reviewed and, if applicable, signed and returned.

Note: Questions concerning the specifications in this RFP must be submitted in writing and will be accepted until August 19, 2022 at 5:00 p.m. A summary of all questions and answers will be posted at <https://www.jsums.edu/finance/bid-information/> as an addendum located under RFP 23-03 by August 24, 2022 at 5:00 p.m.

RFP Response Checklist – Include these items in your response to RFP 23-03.

_____ (1) One clearly marked original response, an electronic copy in PDF files on a flash drive, and three (3) identical copies of the complete proposal. Label with the Vendor name and RFP number. Include the items listed below.

_____ (2) Submission Cover Sheet APPENDIX A, signed and dated accompanied by a Cover Letter indicating the scope of the proposal. In addition, the letter should include a statement indicating the ability to comply with all requirements of agreement and acceptance of the standard contract. If needed, clearly identify any proposed changes to the standard contract. The letter should include a statement of exceptions to any of the terms and conditions outlined in this RFP, if needed. Cover letter should explain why your firm would be the best choice for JSU. Any Corporate-wide programs, performance standards and metrics, unique features, key initiatives, and the corporate support structures pertinent to the JSU program should be included.

_____ (3) Vendor Response to Management Requirements Questionnaire plus an overview of vendor qualifications, organizational profile (including operation under other Vendor names providing the same or similar services) and organizational chart. Describe how the organizational structure will ensure orderly communications, distribution of information, and effective coordination of activities, accountability, and decision-making authority.

_____ (4) **In a separately sealed envelope** – Technical & Cost Specifications Response – **NO INFORMATION IDENTIFYING THE VENDOR SHALL BE INCLUDED.**

_____ (5) References: Provide three (3) similar or like clients as references, for which Respondent has performed (or is currently performing) work similar in nature and scope within the last five (5) years. Information should include:

- Institution
- Institution's Address
- Contact name, telephone number, and email
- Similarity with scope and size of the JSU
- Length of time services have been provided

The proposal package must be received on or before 11:30 a.m. on September 7, 2022. It is the responsibility of the respondent to ensure that the proposal package arrives in the Office of Purchasing and Travel on-time. The proposal package should be delivered or mailed to:

RFP 23-03 MDR Services
Due: 11:30 a.m. September 7, 2022

OFFICE OF PURCHASING AND TRAVEL
JACKSON STATE UNIVERSITY
1400 John R. Lynch Street
Jackson, MS 39217

When using a delivery service or hand delivering, the address is: H.P. Jacobs Administration Tower, 4th Floor, Office of Purchasing & Travel, Jackson State University, 1400 John R. Lynch Street, Jackson, MS 39217.

ALL QUESTIONS REGARDING THIS RFP SHOULD BE DIRECTED TO EMILY TSCHIFFELY AT emily.c.tschiffely@jsums.edu.

JSU reserves the right to reject any and all proposals and to waive informalities and minor irregularities in proposals received and to accept any portion of a proposal or all items, if deemed in the best interest of the University to do so.

Proposals received after the stated due date and time will not be accepted. Submission via facsimile or other electronic means will not be accepted.

UNIVERSITY OVERVIEW

Jackson State University is a 4-year Carnegie High Research Public University located in Jackson, MS. The University is accredited by the Commission on Colleges of the Southern Association of Colleges and Schools to award Bachelors, Masters, Education Specialist, Doctor of Education, and Doctor of Philosophy degrees. JSU is organized under the leadership of its President, Dr. Thomas Hudson. For an expanded view of JSU and its programs, please visit the JSU web site at www.jsums.edu.

STATEMENT OF PURPOSE

Jackson State University (JSU) is seeking to purchase MDR services that combine technology and human expertise of security operation center (SOC) staff from the service provider to perform threat hunting, monitoring, and response. The main benefit of MDR is that it helps rapidly identify and limit the impact of threats without the need for additional staffing. The service provider will monitor JSU's network 24/7 to identify, investigate, and remediate threats. JSU intends to enter into an agreement with one entity for the purchase and fulfilment of all deliverables and scope of work.

TECHNICAL & COST SPECIFICATIONS

Jackson State University desires to add MDR as a managed cyber security service that provides intrusion detection of malware and malicious activity in our network, and assists in rapid incident response to eliminate those threats with succinct remediation actions. MDR typically combines a technology solution with outsourced security analysts that extend both technologies and team.

The Vendor response **must** meet or exceed the detailed specifications and requirements listed below. The Vendor **must** include a response to each of the items listed below.

Outlined in this bid is the required hardware and services that JSU is seeking to purchase. Below are the specifications:

Hardware Specifications:

- 1U Rack Mount appliance
- 48GB Ram
- 256 GB SSD
- 2 x 650W powers supplies
- Intel Xeon Gold
- RJ45 Bypass

Software Specifications:

- The agent needs to be able to exist on endpoints in addition to other sensors where telemetry and containment capabilities reside in the endpoint where older machines that have challenges with the endpoint agents.
- The agents should be used for Managed Detection and Response as well as Managed risk scanning for inventory, vulnerabilities and host-based assessments.
- 10MB of bandwidth per workstation and up to 100MB bandwidth per server is a requirement.
- 10MB of memory under normal utilization is a requirement.
- <1% of CPU under normal operation is a requirement.
- 30MB of disk space is a requirement.
- The services should have virtual scanning using VMware Virtual appliance, 8GB Ram, 4 vCPUs and 20GB disk.
- All pricing for Smartnet/Solution Support and Subscription licenses must be 1 year prepaid.
- All items will be awarded to a single vendor.
- All items must be new and not used or remanufactured.
- No substitutions will be accepted.
- All services specified in scope.
- Vendor must be an Artic Wolf Partner and provide proof of partnership.
- Vendors should respond with itemized parts list.

RFP 23-03 MDR Services

Due: 11:30 a.m. September 7, 2022

- Vendors with engineering services that are within a 150-mile radius of JSU’s main campus will be given extra consideration during the evaluation process. If services are selected, engineer will be required to come onsite.

Item	Description	Qty	Unit Price	Extended Price
Managed Detection and Response				
AW-MDR-USER	MDR USR LICENSMDRU LICS 125-3000 SVCS ARTIC CLDS WOLF MDRU LICS 125-300E	1207		
AW-MDR-SE	ARTIC WOLF MDR SERVER LICENSE MDR SVR LICS 125-3000 SVCS CLDS ARTIC WOLF MDR SVR LICS 125-3000	400		
AW-MDR-AWS	ARTIC WOLF MDR AWS SERVER LICENSE	3		
AW-MDR-AZS	ARTIC WOLF MDR AZURE SERVER LICENSE	3		
AW-MDR-90DAY	ARTIC WOLF MDR LOG RETENTION SLIC LOG RETENTION 90DAYS	1613		
AW-MDR-10XX-S-10GT	1000SRS SENSOR 4X10G SFP+ W CLDS TWINAX CONNS HW ARTIC WOLF	1		
AW-MDR-GSU	ARTIC WOLF G-SIUTE USER LICENSE	1207		
AW-PLATFORM	ARTIC WOLF PLATFORM ACCESS SLIC ARTIC WOLF PLATFORM ACCESS	1613		
AW-MDR-OB	ARTIC WOLF MDR ONBOARDING	1		
Managed Detection and Response Subtotal:				
Managed Risk				
AW-MR-USER	ARTIC WOLF MANAGED RISK USER LICENSE	1207		
AW-MR-SE	ARTIC WOLF MANAGED RISK USER LICENSE	400		
AW-MR-AWS	MNGD RISK AWS LICS SVCS ARTIC LICS WOLF MNGD RISK AWS LICS	3		
AW-MR-AZR	MNGD RISK AZURE SVR LICS SVCS LICS ARTIC WOLF	3		
AW-MR-AWS-CSPM	MNGD RISK CSPM AWS LICS SVCS LICS ARTIC WOLF MNGD RISK CSPM AWS LICS	3		
AW-MR-AZR-CSPM	MNGD RISK CSPM AZURE LICS SVCS LICS ARTIC WOLF	3		
AW-MR-OB	ARTIC WOLF MANAGED RISK ONBOARDING	1		
Managed Risk Subtotal:				
Total:				

Jackson State University acknowledges that the specifications within this RFP are not exhaustive. Rather, they reflect the known requirements that must be met by the proposed system. Vendors **MUST** specify in their proposal what additional components may be needed to complete each configuration.

Anticipated implementation is January 15, 2023. If Vendor is unable to meet this timeframe, the Vendor **MUST** describe the best possible delivery schedule. The delivery schedule will be scored based on the Vendor's ability to meet the anticipated implementation time as closely as possible.

Freight: All deliveries shall be F.O.B. destination and shall be included in all pricing offered unless otherwise clearly stated in writing.

Warranty Conditions: All equipment and services shall include manufacturer's minimum standard warranty unless otherwise agreed to in writing. Vendor shall be an authorized dealer, distributor or manufacturer for all products. All equipment proposed shall be new and not priced or labeled as pre-owned, reconditioned or retired.

Vendor should include in their proposal a separate cost per year for years one, two, three and four. JSU intends to enter a contract for one year with the option to renew for three additional years.

Additional Requirements – INCLUDE WITH TECHNICAL & COST SPECIFICATIONS RESPONSE

- Contractor shall agree to indemnify the University from any claims, actions, suits, causes of action, or demands, which may include, but is not limited to court costs and legal fees, arising from the implementation of the services to be provided.
- In event of default by contractor or termination of contract, contractor shall agree to provide service on a month-to-month basis at existing rates for up to six months.
- There shall be no cost increase during the initial term. A cost increase may be considered at the beginning of each renewal term. In this RFP's response, the proposer must provide the justification and methodology for applying the cost increase and indicate the proposed amount of cost increase.
- JSU reserves the right to reject any or all proposals received, to waive any informalities or irregularities in proposals received, or to accept any proposal which is deemed most favorable to the University.
- Terms and conditions that constitute grounds for termination will be specified in the contract. JSU reserves the right to terminate contract with sixty (60) days' notice or at the time of the contract renewal.

Insurance Requirements

Contractor, upon award, but prior to any work commencing, shall provide certificates of insurance coverage as outlined below.

- Contractor shall provide proof of Comprehensive General Liability insurance. The Contractor shall provide a Certificate of Coverage mailed to the Board of Trustees of State Institutions of Higher Learning, Office of Insurance & Risk Management, 3825 Ridgewood Road, Suite 429, Jackson, MS, 39211 and to JSU, Division of Information Technology, 1400 John R. Lynch St., Jackson, MS 39217 at least ten

(10) business days prior to start of services. The Certificate of Coverage should, at a minimum, contain the name of the carrier, effective and expiration dates of coverage, a description of the covered perils, and amount of coverage by peril, the name and mailing address of the insurance company, and the name and mailing address of the insurance agent. The Certificate of Coverage must name the Board of Trustees of MS State Institutions of Higher Learning and JSU as additional insureds. The additional insured requirement shall be by an endorsement form, or an equivalent or broader form, or by blanket additional insured endorsement, and the general liability coverage shall be primary and noncontributory in respect to insurance maintained by JSU or IHL. Further, Contractor agrees to waive any rights of subrogation against IHL or JSU. The Comprehensive General Liability coverage shall be a minimum amount of Five Million Dollars (\$5,000,000) per occurrence and Five Million Dollars (\$5,000,000) annual aggregate through an insurance company with a Best rating of A- or higher and a financial size Class X or higher approved by the Mississippi Department of Insurance. No material change in coverages may occur for JSU or IHL without 30 days advanced notice.

- Worker's Compensation and Employer's Liability: Standard limits as required by applicable Worker's Compensation Laws.
- Comprehensive General Liability:
 - i. General Aggregate - \$5,000,000
 - ii. Personal & Adv Injury - \$5,000,000
 - iii. Each Occurrence - \$5,000,000

Certificates of insurance with coverage described above shall be furnished by the Contractor prior to the commencement of services and such certificates shall provide that the coverages will not be canceled or reduced in amount prior to 30 days after notice of such cancellation has been mailed to the Purchaser. Certificates shall be endorsed to include a waiver of subrogation in favor of Jackson State University and that Contractor hereby waives all rights of recourse, including any right to which another may be subrogated, against Jackson State University for personal injury, including death, and property damage.

MANAGEMENT REQUIREMENTS

What year was your company started? _____

How many years has your company been in the business of performing the services called for in this RFP?

Please provide the physical location and mailing address of your company's home office, principal place of business, and place of incorporation.

If your company is not physically located in the region, how will you supply professional services?

Is your company currently for sale or involved in any transaction to expand or to become acquired by another business entity? If yes, please discuss the impact both in organizational and directional terms.

List all licenses, permits or certifications your company possesses that are applicable to performing the services required in this RFP.

For how many customers has your company provided these services in the past two (2) years? Please include the dates and the annual amount of the billing to each customer.

What is the largest customer your company has provided these services for in the past two (2) years? Please include the annual amount of the billing.

Describe any specific services which your company offers along with any specialized experience, certification, and/or education of your current staff.

INQUIRIES ABOUT RFP

Prospective respondents may make written inquiries concerning this Request for Proposal to obtain clarification of requirements. Responses to these inquiries may be by addendum to the Request for Proposal (RFP). The deadline for inquiries shall be August 19, 2022 at 5 p.m. Please send your inquiries to emily.c.tschiffely@jsums.edu.

SCHEDULE OF CRITICAL DATES

The following dates are for planning purposes only. Unless otherwise stated in this RFP, progress towards their completion is at the sole discretion of JSU.

I.	RFP Posted	AUGUST 5, 2022
II.	Prospective respondents written inquiries deadline	AUGUST 19, 2022
III.	Responses to inquiries posted	AUGUST 24, 2022
IV.	Proposal submission deadline – 11:30 A.M.	SEPTEMBER 7, 2022
V.	Award determination date (estimated target)	OCTOBER 1, 2022
VI.	Contract signed (estimated target)	NOVEMBER 1, 2022
VII.	Implementation Date	JANUARY 15, 2023

WRITTEN OR ORAL DISCUSSIONS/PRESENTATIONS

After the opening of all offers received by the closing time and date for accepting offers, Respondents may be required, at the request of JSU, to make a public oral presentation or provide written clarifications to their offers. Oral presentations may be recorded. Any oral presentation or written clarification given by Respondent will be considered part of the RFP's response. Personnel in JSU's Office of Purchasing and Travel will schedule any such presentations or address any needed written clarifications. JSU reserves the right to request a "best and final offer" at its discretion.

EVALUATION OF PROPOSALS

JSU reserves the right to conduct discussions with any or all respondents, or to make an award of a contract without such discussions based only on evaluation of the written proposals. JSU reserves the right to contact and interview any reference listed. JSU may make a written determination showing the basis upon which the award was made and such determination shall be included in the procurement file.

JSU reserves the right to award this contract in whole or in part depending on what is in the best interest of JSU with JSU being the sole judge thereof.

The evaluation factors set forth in this section are described as follows:

- Vendor's ability to deliver products and services meeting the overall objective and functions described in this RFP, including by the target start date
- Competitive fees
- Availability and access to technical support
- Vendor's experience
- Compliance with applicable State and Federal laws and regulations
- The committee may invite finalists for interviews and/or presentations. Failure to participate may result in a proposal not being considered.

Proposals will be scored based on the following weights (100 points total):

- CUSTOMER SERVICE & TECHNICAL SUPPORT – 20 points
- TECHNICAL CAPABILITIES & REQUIREMENTS – 15 points
- EQUIPMENT DELIVERY TIMEFRAME & SCHEDULE – 15 points
- COST – 50 points

TWO-PHASE, BEST AND FINAL OFFER

If the initial proposals do not provide JSU with a clear and convincing solution, or if JSU feels it is appropriate to offer the potential providers an opportunity to submit revised

proposals, JSU reserves the right to use a two-phase approach and/or invite Best and Final Offers (BAFO). Based on the information obtained through the proposal submissions (Phase-One), JSU may choose a specific business model, and potential providers may be asked to submit revised proposals based upon that specific model.

The evaluation committee may develop, for distribution to the top-ranked firms, refined written terms with specific information on what is being requested as a result of information obtained through the initial RFP process. Proposers may be asked to reduce cost or provide additional clarification to specific sections of the RFP. Selected proposers are not required to submit a BAFO and may submit a written response notifying the solicitation evaluation committee that their response remains as originally submitted.

TERM OF CONTRACT

JSU intends to enter a contract for one year with the option to renew for three additional years. JSU reserves the right to terminate this agreement with thirty (30) days' notice, by the Vice President for Business and Finance via certified mail to the address listed on the signature page of this RFP (Appendix A) if any of the terms of the proposal and/or contract are violated.

In the event the contractor fails to carry out and comply with any of the conditions and agreements to be performed under the specification, JSU will notify the contractor, in writing, of such failure or default. In the event the necessary corrective action has not been completed within a ten (10) day period, the contractor must submit, in writing, why such corrective action has not been performed. The University reserves the right to determine whether or not such noncompliance may be construed as a failure of performance of the contractor.

Termination of contract by contractor without cause can only occur with at least one-hundred and twenty (120) days' notice prior to the proposed termination of the contract.

In the event JSU employs attorneys or incurs other expenses it considers necessary to protect or enforce its rights under this RFP's contract, the contractor agrees to pay the attorney's fees and expenses so incurred by JSU.

ACCEPTANCE TIME

Proposal shall be valid for one-hundred eighty (180) days following the proposal due date.

RFP CANCELLATION

This RFP in no manner obligates JSU to the eventual purchase of any services described, implied or which may be proposed until confirmed by a written contract. Progress towards

this end is solely at the discretion of JSU and may be terminated without penalty or obligations at any time prior to the signing of a contract. JSU reserves the right to cancel this RFP at any time, for any reason, and to reject any or all proposals or any parts thereof.

OTHER CONTRACT REQUIREMENTS

Award Terms: This contract shall be awarded at the discretion of the University based on the capabilities and overall reputation of the Contractor, as well as the cost. Acceptance shall be confirmed by the issuance of a contract from JSU.

Standard Contract: The awarded Contractor will be expected to enter into a contract that is in substantial compliance with [JSU's standard contract](#). Proposal should include any desired changes to the standard contract. It should be noted that there are many clauses which JSU can not change. Significant changes to the standard contract may be cause for rejection of a proposal.

The Procurement Process: The following is a general description of the process by which a firm will be selected to fulfill this Request for Proposal.

- Request for Proposals (RFP) is issued publicly.
- A deadline for written questions is set.
- Proposals will be received as set forth in the Schedule of Critical Dates.
- Unsigned proposals will not be considered.
- All proposals must be received by JSU no later than the date and time specified on the cover sheet of this RFP.
- At that date and time, the package containing the proposals from each responding firm will be opened publicly and the name of each respondent will be announced.
- Proposal evaluation: JSU will evaluate all components of each proposal submitted.
- At their option, the evaluators may request oral presentations or discussions for the purpose of clarification or to amplify the materials presented in the proposal.
- Respondents are cautioned that this is a request for proposals, not a request to contract, and JSU reserves the unqualified right to reject any and all proposals when such rejection is deemed to be in the best interest of the University.
- The proposals will be evaluated according to criteria set forth in the Technical and Cost Specifications and Management Requirements sections of this RFP.

APPENDIX A: SIGNATURE PAGE

Provide information requested, affix signature and return this page with your proposal.

Name of Firm: _____

Complete Address: _____

Telephone Number: _____

Email Address: _____

Authorized Signature: _____

Printed Name: _____

Title: _____