



**Contract 4595P**

**Security Information Event Management System**

**1. Introduction**

The City of Richmond (the “City”) requires a Security Information and Event Management (“SIEM”) appliance and associated software which will be able to capture, manage and archive system log information from different sources using real time alerts and producing text file logs into a central directory.

The objective of this request for proposal is to provide the City with qualified proponents capable of carrying out the work herein defined. The subsequent proponent submissions will form the basis for evaluation, interview and selection.

**2. Definitions**

2.1 Throughout this Request for Proposal the following definitions apply:

- a) “BC Bid” means the electronic tendering service maintained by the Province of British Columbia located online at [www.bcbid.ca](http://www.bcbid.ca), or any replacement website;
- b) “City” means the City of Richmond, British Columbia;
- c) “Contract” means the written agreement resulting from this Request for Proposal executed by the City and the Vendor for the Work;
- d) “Lead Proponent” is the Proponent whose Proposal, as determined through the evaluation criteria described in this RFP, provides the best overall value in meeting the requirements of the RFP, and with whom a Contract will be considered;
- e) “Proposal” means a proposal submitted by a Proponent in response to this Request For Proposal;
- f) “Proponent” means an individual or a company that submits, or intends to submit, a Proposal in response to this Request for Proposal;

- g) “RFP” or “Request for Proposals” means this request for proposals, inclusive of all appendices and any addenda that may be issued by the Owner;
- h) “Submission” means a proposal submitted by a Proponent in response to this RFP;
- i) “Successful Proponent” means the same as “Vendor”
- j) “Vendor” means the Successful Proponent to this Request for Proposal who enters into a written Contract with the City to perform and to oversee the Work and
- k) “Work” means the provision of all labour, services, material and equipment, and any action as necessary for the Preferred Proponent to complete and perform its obligations in accordance with the terms and conditions of the Contract.

### 3. Submission Details

- 3.1 Three (3) copies of proposals marked “**Security Information Event Management System - Contract 4595P**” addressed to the Purchasing Section, will be received at the Information Counter, Main Floor, Richmond City Hall, 6911 No. 3 Road, Richmond BC V6Y 2C1, until **12:00 Noon on Friday, August 26, 2011**. Submissions received after this time will be returned to the sender.

### 4. Enquiries

- 4.1 Clarification of terms and conditions of the proposal process shall be directed to:  
  

Purchasing  
Sumita Dosanjh  
Buyer II - Contracting Specialist  
E-mail: purchasing@richmond.ca  
Purchasing Section  
City of Richmond
- 4.2 Enquiries will be received up until **12:00 Noon on Friday, August 19, 2011**.
- 4.3 The City, its agents and employees shall not be responsible for any information given by way of oral or verbal communication.

4.4 The City will only respond to questions that are submitted in writing. Any questions that are received and answered by City of Richmond Staff that affect the Proposal Process, any interpretation of, additions to, deletions from, or any other corrections to the Request for Proposal document, may be issued as written addenda by the City of Richmond. It is the sole responsibility of the potential Proponents to check with the following websites to ensure that all available information has been received prior to submitting a proposal:

- a) City of Richmond: <http://www.richmond.ca/busdev/tenders.htm>
- b) BC Bid: <http://www.bcbid.gov.bc.ca/open.dll/welcome?language=En>

## **5. Terms of this Request for Proposal**

- 5.1 Proposals shall be open for acceptance for 90 days following the submission closing date.
- 5.2 The City reserves the right to cancel this Request for Proposal for any reason without any liability to any proponent or to waive irregularities at its own discretion.
- 5.3 Proposals may be withdrawn by written notice only provided such notice is received at the office of the City's Purchasing Section prior to the date/time set as the closing time for receiving proposals.
- 5.4 Except as expressly and specifically permitted in these instructions, no Proponent shall have any claim for any compensation of any kind whatsoever, as a result of participating in the RFP, and by submitting a proposal each proponent shall be deemed to have agreed that it has no claim.
- 5.5 Proponents are advised that the City will not necessarily accept any Proposal and the City reserves the right to reject any or all Proposals at any time without further explanation or to accept any Proposal considered advantageous to the City.
- 5.6 A Proposal which contains an error, omission, or misstatement, which contains qualifying conditions, which does not fully address all the requirements of this RFP, or which otherwise fails to conform to the requirements in this RFP may be rejected in whole or in part by the City at its sole discretion.

- 5.7 The City may waive any non-compliance with the RFP, specifications, or any conditions including the timing of delivery of anything required by the RFP and may, at its sole discretion, elect to retain for consideration Proposals which are non-conforming, which do not contain the content or form required by the RFP or because they have not complied with the process for submission set out herein.
- 5.8 The City may choose, at its sole discretion, to proceed with all of the components of the Work, none of the components or selected components of the Work.
- 5.9 All Proposals will remain confidential, subject to the *Freedom of Information and Protection of Privacy Act* of British Columbia.

## **6. Negotiations**

- 6.1 The award of the contract is subject to negotiations with the Lead Proponent. Such negotiations include, but are not limited to, the following:
- a) changes or work refinements in the service requirements or scope of work proposed by the Lead Proponent;
  - b) price – if directly related to a change or refinement in the proposed scope of work proposed by the Lead Proponent and
  - c) specific contract details as deemed reasonable for negotiation by the City of Richmond.
- 6.2 If a written contract cannot be negotiated within 60 days of notification to the Lead Proponent, the City may, at its discretion at any time thereafter, terminate negotiations with the Lead Proponent and either enter into negotiations with the next qualified Proponent or cancel the RFP process and not enter into a contract with any Proponent.

## **7. Project Scope**

The scope of this RFP includes the following:

- Recommendation of an appropriate SIEM appliance/software solution which fits the City's requirements and meets the future growth;
- Supply, configuration, installation and testing of the proposed solution, including any required interfaces and data conversions;

- Provision of initial and extended warranties and technical support services (including detailed 1-year and on-going support options by year);
- On-site hardware installation and setup, software configuration and user settings;
- Training for hardware, software configuration and SIEM appliance management software;
- Provision of documentation in printed and electronic format, including administrative and end user manuals, troubleshooting guides or Q&A.

#### **8. Project Schedule**

The project is to be completed by Monday, November 7, 2011. A project schedule must be submitted with the proposal.

#### **9. Current System Configuration**

The City has approximately 265 physical/virtual servers using Microsoft Windows Server 2003/2008, SUN Solaris servers, VMware ESX servers, and Red Hat Linux Servers.

The City mainly uses Extreme network solutions in our network core and aggregation switches. The City also has MS SQL 2000/2005/2008 and Oracle servers which maintain our databases.

#### **10. Proposed System Requirements**

The proposed solution should provide security information and security event management. It should capture, manage and archive system log information from different sources (network, security devices, systems and appliances etc.) using real time monitoring and alerts and producing text file logs into a central directory. The resulting information should be exportable into regular formats (.csv, .txt, .log etc), distributed via electronic and hardcopy means, manually and automatically, and scheduled for archival/backup.

The preferred solution will also capture the events from Windows task scheduler, Windows event logs, Windows DHCP/DNS, VMWare ESX Server, NETVault backup system, MS Exchange server, MS SQL server, MailChannels, St. Bernard Iprism, Extreme network equipment, Juniper Netscreen Firewall, Oracle servers, Red Hat Linux, IIS, and other Syslog sources.

#### **11. Proposal Submissions**

All proponents are required to provide the following information with their submissions, and in the order that follows:

- a) In a section titled, “Vendor Contact Information”, detail contact information for the principal contact(s) including job titles, email address, phone and cellular numbers
- b) In a section titled, “Corporate Profile”, detail a brief corporate profile of your company outlining its history, philosophy and target market. Include how long your company has been in operations, customer base details and locations of key offices – administration, sales, manufacturing and support. If your company is a reseller for a manufacturer, you may also include relevant details of their corporate profile separately
- c) In a section titled, “Financial History”, provide details of your company’s financial history and evidence of your company’s financial stability and projected longevity
- d) In a section titled, “Core Products and Services”, describe your company’s core products and services. If your company is a reseller for a manufacturer, you may also include relevant details of their core products and services profile separately
- e) In a section titled “Competitive Advantage” describe what differentiates your company’s product and services from your competitors
- f) In a section titled “Industry Recognition”, list any industry awards or recognition your company has received
- g) In a section titled “Environmental Responsibility”, list your company’s current practises and philosophy toward “green computing”. Include any standards met, awards or recognition earned. If your company is a reseller for a manufacturer, you may also include relevant details of their environmental practices separately.
- h) In a section titled “Customer References”, list three (3) clients and contact information who may be contacted as a business reference. At least one (1) of these references should be from a local or municipal government. All references listed must relate to the proposed solution and should be from projects of a similar size, scope or product proposed. If your company is a reseller for a manufacturer, you may also include relevant details of their customer references separately.
- i) In a section titled “Project Team Composition” detail a complete listing of all key personnel who will be assigned to this project. Include their relevant experience, qualifications for this project, roles and responsibilities, leadership, etc., in addition to their availability for this project.
- j) In a section titled “Project Planning and Schedule”, describe the tasks and responsibilities for a successful hardware and software installation of the proposed solution including what will be expected of your company and

the City with respect to each task. Include a detailed schedule of all activities, including milestones, project meetings, interim reports and progress reports required for this project

- k) In a section titled “Features and Technical Requirements”, which follows the format and order used in Table 1 – Features and Technical Requirements, provide responses to the questions in that Table with respect to your proposed solution summary.
- l) In a section titled “Pricing and Warranty Summary”, provide detailed line item pricing and warranty information as specified in Table 2 – Pricing and Warranty Summary

## **12. Review of Proposals**

- 12.1 The City will review the Proposals submitted to determine whether, in the City’s opinion, Proponents have demonstrated the required experience and qualifications to fulfill the obligations of the services identified in this RFP.
- 12.2 The City, in its sole discretion and without having any duty or obligation to do so, may conduct any inquiries or investigations, including but not limited to contacting references, to verify the statements, documents, and information submitted in connection with the Proposal and may seek clarification from the Proponent’s clients regarding any financial and experience issues.
- 12.3 Proposals shall be evaluated to determine the best value offered to the City against conformance to the following criteria:
  - a. Understanding of project objectives/requirements;
  - b. Project planning/scheduling/proposal;
  - c. Proposed solution meets or exceeds requirements outlined in Section 6 – Proposed System Requirements and Table 1 – Technical Requirements;
  - d. Product warranty;
  - e. Value for money;
  - f. Environmental responsibility initiatives of company (and manufacturer, if applicable);
  - g. Corporate viability of company (and manufacturer partnership, if applicable);
  - h. Team composition – experience and qualifications of staff assigned to the project;
  - i. Training provided pre and post implementation.

12.4 The City may choose to meet and assess assigned staff as part of the evaluation process. Staff assigned to this project may not be changed without the prior consent of the City.

12.5 Proponents may be scheduled for an interview or production demonstration at the discretion of the City before awarding the contract.

### **13. Non-Conforming Proposals**

13.1 Proposals which fail to conform to the Format Requirements or which fail to conform to any other requirement of this RFP may be rejected by the City. Notwithstanding the foregoing or any other provision of this RFP, the City may at its sole discretion elect to retain for consideration Proposals which deviate either materially from the format requirements set out in hereto or which otherwise fail to conform to any other requirement of this RFP except the requirement of delivery of the Proposal prior to Closing Time.

### **14. RFP Process**

14.1 The City may unilaterally take the following actions, and shall not be liable for any such actions:

- a) amend the scope and description of the products and services to be procured as described in this RFP, and the qualifications that may be required to meet those requirements;
- b) reject or accept any or all Submissions;
- c) cancel the RFP process at any time and reject all submissions; or
- d) cancel the RFP process and recommence in respect of the same RFP with the same or an amended set of documents, information and requirements.

14.2 The Proponent acknowledges and agrees that any RFP is in no way whatsoever an offer to enter into an agreement and submission of a Request of Proposal by any Proponent does not in any way whatsoever create a binding agreement. The Proponent acknowledges that the City has no contractual obligations whatsoever arising out of the RFP process.

**15. Working Agreement**

- 15.1 The successful proponent will enter into a contract for services with the City based upon the information contained in this request for proposal and the successful proponents submission and any modifications thereto.
- 15.2 Proponents may include their standard terms of engagement with the Proposals.

**16. Information Disclaimer**

- 16.1 The City and its directors, officers, employees, agents, consultants and advisors are not liable or responsible for any verbal or written information, or any advice, or any errors or omissions, which may be contained in this RFP or otherwise provided to any Proponent pursuant to this RFP.
- 16.2 The Proponent shall conduct its own independent investigations and interpretations and shall not rely on the City with respect to information, advice, or documentation provided by the City. The information contained in this RFP is provisional and will be superseded by other agreement documents.
- 16.3 The City makes no representation, warranty, or undertaking of with respect to this RFP and the City and its directors, officers, employees, agents, consultants and advisors, shall not be liable or responsible for the accuracy or completeness of the information in this RFP or any other written or oral information made available to any interested person or its advisors, and any liability however arising, is expressly disclaimed by the City.

**Table 1 – Features and Technical Requirements**

<b>1. Executive Summary - Proposed System</b>
1.1. Describe your overall proposed solution in an executive summary. You may include diagrams, if necessary

<b>2. Event Log Management/Features</b>			
<b>Is/Does your proposed solution...</b>	<b>Yes</b>	<b>No</b>	<b>If yes, provide further detail If no, provide a description of the alternative, if any</b>
2.1. Require an agent install? If yes, detail which platforms are supported			
2.2. Compatible with Windows? If yes, list what compatible version(s)			
2.3. Compatible with Linux? If yes, list what compatible version(s)			
2.4. Compatible with Oracle? If yes, list what compatible version(s)?			
2.5. Able to search for events/logs in real-time?			
2.6. Able to analyze for events/logs in real-time?			
2.7. Able to log security event history?			
2.8. Allow custom event sources? If yes, describe what custom event sources are allowed			
2.9. Able to store events in their raw format?			
2.10. Able to view events in both raw and normalized formats within the console?			
2.11. Able to capture and track failing Windows scheduled tasks from Server 2003?			
2.12. Ability to capture and track failing Windows scheduled tasks from Server 2008 R2?			
2.13. Delivered as an appliance-based product?			

<b>3. Reporting Analysis and Tools</b>			
<b>Is your proposed solution...</b>	<b>Yes</b>	<b>No</b>	<b>If yes, provide further detail If no, provide a description of the alternative, if any</b>
3.1. Able to provide a graphical real-time monitor display of selected servers, firewalls, switches, routers, operating system, anti-virus systems (Provide a screen shot to further illustrate your solution)			
3.2. Able to detect internal port scans?			
3.3. Able to provide log in/log out audit history/reporting?			
3.4. Able to provide multiple syslog format support for different devices? (Detail formats)			
3.5. Provide a list of all reports provided your proposed solution. Include sample copies of relevant reports as attachment to your submission			

<b>4. Alerts and Notifications</b>			
<b>Does your proposed solution...</b>	<b>Yes</b>	<b>No</b>	<b>If yes, provide further detail If no, provide a description of the alternative, if any</b>
4.1. Able to configure custom alerts?			
4.2. Able to configure custom notifications?			
4.3. Able to provide proactive warning of events/notifications? If yes, describe the notification methods available.			
4.4. Able to configure different levels of event severity?			
4.5. Describe the resulting warnings from capturing failed Windows scheduled tasks from Server 2003? Further describe the resulting warning using screen shots from your proposed solution			
4.6. Describe the resulting warnings from capturing failed Windows scheduled tasks from Server 2008 R2? Further describe the resulting warning using screen shots from your proposed solution			

<b>5. Remote Accessibility</b>			
<b>Does your proposed solution...</b>	<b>Yes</b>	<b>No</b>	<b>If yes, provide further detail If no, provide a description of the alternative, if any</b>
5.1. Allow SSH browsing support to the appliance?			
5.2. Allow Internet browsing support to the appliance? Indicate which browsers are supported			
5.3. Support JAVA appliance management?			
5.4. Integrate with Windows Server 2008 and Windows Server 2008 R2 Active Directory environment(s)			
5.5. Describe any supported additional protocols not already previously mentioned			
5.6. Describe your proposed solution's remote accessibility features			

<b>6. Archival Management</b>			
<b>Is your proposed solution...</b>	<b>Yes</b>	<b>No</b>	<b>If yes, provide further detail If no, provide a description of the alternative, if any</b>
6.1. Able to select and archive old events/logs?			
6.2. Able to retrieve/restore old events/logs from various sources?			
6.3. Able to access different outputs via SAN?			
6.4. Able to access different outputs via Tape?			
6.5. Able to store data outside of the log management solution?			
6.6. Summarize and describe your proposed solutions' archival and restore/retrieval capabilities. Describe what differentiates your solution from competitors' products			
6.7. Describe how event logs are compiled (Detail output formats etc)			

<b>7. Customer Service and Technical Support</b>	
<b>Does your proposed solution...</b>	
<p>7.1. Describe the technical and customer support for your proposed solution once it is implemented. Detail whether support is provided by your company or the manufacturer.</p> <p>Include hours of operation/contact details/email addresses. Also describe the escalation process, including levels, criteria used to define these levels, support personnel who are assigned at each level and the time period for each level. Highlight any local support contacts. Include any process diagrams to further illustrate your description</p>	
<p>7.2. Describe the estimated time/processes to diagnose the following malfunctioning hardware:</p> <p>a) hard drive            b) power supply.</p> <p>Include details of staff involved and update procedures to the City.</p>	
<p>7.3. Describe the response time guarantees provided with the service plan included with your proposed solution</p>	
<p>7.4. Describe the maximum time required to bring onsite, any single component in your proposed solution. Indicate where the parts are held, and how they will be brought to the City</p>	

<b>8. Knowledge Transfer, Training and Documentation</b>	
<p>8.1. Describe the system training to be delivered during project implementation, including delivery methods, instructor qualifications and availability constraints</p>	
<p>8.2. Describe the training options available after project implementation, including delivery methods, instructor qualifications, training locations and scheduling</p>	
<p>8.3. Describe the reference documentation to be delivered, including format types. A summary table to contents should be included to further illustrate your description</p>	
<p>8.4. Describe the site documentation that will be produced, including format types. A summary table to contents should be included to further illustrate your description</p>	
<p>8.5. Describe any additional available knowledge transfer options not already detailed in this section</p>	

<b>9. Software Licensing and Upgrades</b>	
<p>9.1. Explain and detail how your proposed solutions' software is licensed. (e.g agents, CAL, etc.) and what is included with the proposed system.</p> <p>Any actual pricing should be detailed in Table 2 – Pricing and Warranty Schedule</p>	
<p>9.2. Explain and detail the software upgrade policy (i.e. when upgrades are scheduled, training/support available) and hardware policy.</p> <p>Any actual pricing should be detailed in Table 2 – Pricing and Warranty Schedule</p>	
<p>9.3. Detail how software upgrades will be delivered to the City, including upgrade notifications, downtime requirements and staff requirements.</p> <p>Any actual pricing should be detailed in Table 2 – Pricing and Warranty Schedule</p>	

<b>10. Additional Features/Capabilities Not Previously Described</b>	
<p>10.1. Describe any features/capabilities not previously described or detailed that differentiates your product from others</p>	

**Table 2 – Pricing and Warranty Summary**

<p><b>Pricing Schedule</b>          Provide detailed pricing in the format as follows (costs should be exclusive of HST).          For hardware &amp; software support calculations, assume that the system will be fully operational on October 24, 2011. Show warranty period credits in calculations.          The City prefers that a minimum 1 year maintenance and no-fee software upgrade policy be included in the initial purchase and installation pricing</p>	
<p><u>Initial acquisition cost:</u>          Acquisition cost for appliance including all agents at initial purchase as described in Section 6 - System Requirements.          -Show all major component cost breakdown          -Show all software/feature licensing costs, if any, including licensing for all protocols</p>	\$
<p>Cost of design and implementation/migration (if any) services</p>	\$
<p>Description of support and warranty costs, if any, for above mentioned system:          -Include (and detail) cost of hardware &amp; software support for first year/portion, to terminate on January 31, 2013, if not included in initial pricing</p>	\$
<p><b>Total acquisition and warranty cost for above mentioned system</b></p>	\$
<p><u>Optional Features</u>          Additional costs, if any, for added agents</p>	\$
<p><u>Optional Support</u>  <b>(the City may, at its discretion, purchase this in advance at time of acquisition)</b>          Optional cost of hardware &amp; software support for second year, terminating on January 31, 2014.          Optional cost of hardware &amp; software support for third year, terminating on January 31, 2015.          Optional cost of hardware &amp; software support for fourth year, terminating on January 31, 2016.          Optional cost of hardware &amp; software support for fifth year, terminating on January 31, 2017</p>	<p>\$</p> <p>\$</p> <p>\$</p> <p>\$</p>