

**RESOLUTION NO. 20 - 50**

**RESOLUTION OF THE NEW JERSEY INFRASTRUCTURE BANK AUTHORIZING  
THE ISSUANCE OF A REQUEST FOR PROPOSALS FOR A MANAGED SECURITY SERVICES PROVIDER**

**WHEREAS**, pursuant to Section 5 of the New Jersey Infrastructure Trust Act, constituting Chapter 334 of the Pamphlet Laws of 1985 of the State of New Jersey (codified at N.J.S.A. 58:11B-1 et seq.), the New Jersey Infrastructure Bank (“I-Bank”) is authorized to enter agreements necessary to the performance of its duties; and

**WHEREAS**, the services of an Information Technology Managed Security Services Provider (“I.T. MSSP”) are needed to assure the security of the I-Bank’s existing computer, internet servers and computer networks; and

**NOW THEREFORE BE IT RESOLVED**, that the I-Bank Board of Directors (“Board”) hereby authorizes the Executive Director, in consultation with counsel, to prepare and distribute a Request for Proposals for an I.T. MSSP as may be determined in accordance with the provisions of I-Bank Policy and Procedure 4.00, “Purchase of Goods and Services”; and

**BE IT FURTHER RESOLVED**, that the Executive Director is further authorized to establish a committee to review all proposals in accordance with the I-Bank’s Policy and Procedures and to make a report and recommendation to the Executive Director as to the selection of an I.T. MSSP for a contract period of two years with options for two additional one-year terms each upon further approval by the Board; and

**BE IT FURTHER RESOLVED** that the Executive Director is authorized to take all other actions consistent with approved procedures to procure the services of an I.T. MSSP.

Adopted Date: August 13, 2020

Motion Made By: Ms. Kimberly Holmes

Motion Seconded By: Mr. Mark Longo

Ayes: 6

Nays: 0

Abstentions: 0



## Request for Proposals

# Information Technology Managed Security Services Provider

Issued by the  
New Jersey Infrastructure Bank

Date Issued: **August 28, 2020**

Questions Cut-Off Date:  
**3:00PM EST September 18, 2020**

Proposals Due Date:  
**12:00 PM EST October 2, 2020**

In the Office of the Executive Director  
3131 Princeton Pike, Building 4, Suite 216  
Lawrenceville, NJ 08648  
(609) 219-8600

Please Label Proposals with Firm's Name and  
**"Proposal for Information Technology Managed Security Services Provider 2020"**

**NEW JERSEY INFRASTRUCTURE BANK  
REQUEST FOR PROPOSALS FOR INFORMATION TECHNOLOGY MANAGED  
SECURITY SERVICES PROVIDER**

**I. OBJECTIVE**

The New Jersey Infrastructure Bank (“I-Bank” or “NJIB”) is looking to procure the services of an Information Technology Managed Security Services Provider (“MSSP”) / Managed Detection and Response (“MDR”) practitioner for 24/7/365 cybersecurity monitoring, reporting, detection, and incidence response capabilities. The selected provider is expected to provide a cost-effective solution and strategy for current and future NJIB technology systems.

Pursuant to this request for proposals (“RFP”), the I-Bank shall select an Information Technology MSSP/MDR from the list of responsive bidders as prescribed in Section IV.

**II. I-Bank / Program Background**

**a. Powers and Structure**

The I-Bank was organized pursuant to N.J.S.A. 58:11B-1 et seq., in 1986 as an independent State financing authority. The purpose of the I-Bank is to provide financial assistance to New Jersey borrowers authorized to construct, operate and maintain environmental and transportation infrastructure systems. The I-Bank participates with the New Jersey Department of Environmental Protection (“DEP”) in the Environmental Infrastructure Financing Program and the New Jersey Department of Transportation (“DOT”) in the Transportation Infrastructure Financing Program. The I-Bank contracts to make loans to finance a portion of the costs of environmental and transportation infrastructure system projects that local governmental unit borrowers in New Jersey are authorized to undertake and which they may lawfully finance through borrowings. The DEP provides companion loans for environmental projects.

The I-Bank's enabling legislation requires extensive legislative oversight of the I-Bank, including fiscal accountability and control over its operating expenses, loan and debt guarantee activities, and borrowing and debt obligations. No funds from State or federal sources or State bond issues are made available to the I-Bank absent legislative appropriation.

**b. Information relevant to customized procurement**

The I-Bank’s office is located at 3131 Princeton Pike, Building 4, Suite 216, Lawrenceville, NJ. The I-Bank currently employs 30 full-time staff members. The I-Bank runs a hybrid cloud Microsoft Windows environment with approximately 35 workstations (Windows/Ubuntu/Apple) and 15 servers. The I-Bank’s accounting department utilizes Microsoft Dynamics ERP system, currently

hosted and maintained by a 3<sup>rd</sup> party vendor. The I-Bank leverages Palo Alto firewalls and Meraki networking devices, as well as Acunetix and Netwrix for security testing and logging.

Pursuant to this RFP, I-Bank shall select a qualified MSSP/MDR to provide security operations (SECOPS) to test, secure, manage and maintain the computing, data, and infrastructure systems supporting the work of the I-Bank, as set forth herein.

**c. Minimum Requirements (if any)**

To be eligible for this procurement, the following requirements must be complied with:

- i. Firms must be owned and controlled by United States citizens and based within the United States;
- ii. All services performed pursuant to this RFP and all subcontracting services performed pursuant to this RFP shall be performed within the United States (N.J.S.A. 52:34-13.2);
- iii. Firms must have annual revenues in excess of \$3 million; and
- iv. Evidence must be provided to the I-Bank of clean criminal background checks on a federal, national, state and local level of all employees and sub-contractors who engage with the I-Bank’s systems.

**d. Solicitation Schedule**

RFP published and distributed:	August 28, 2020
RFP Question Submission Cut-Off Date:	3:00 pm EST, September 18, 2020
RFP Answers to Questions Posted:	September 23, 2020
Proposals due:	12:00 noon EST, October 2, 2020
Finalists interviews in person or via conference call:	Week of October 19, 2020 (if necessary/required)
Board of Directors approval:	November 12, 2020
Contract term:	December 1, 2020 to November 30, 2022 with two one-year options to renew

**QUESTION AND ANSWER PROCEDURE**

The I-Bank will accept questions pertaining to this RFP from all potential bidders electronically. Questions shall be directed to the following e-mail address:

[PROCUREMENT@NJIB.GOV](mailto:PROCUREMENT@NJIB.GOV)

Please note that the “subject” line of your e-mail must specifically reference this RFP as follows: “RFP for IT Managed Service Provider.”

Questions will be accepted until 3:00 pm EST on Friday, September 18, 2020

In the event the I-Bank determines that additional clarification to this RFP or additional information is necessary, the I-Bank reserves the right to do so through telephone conference calls with eligible firms for the purpose of providing the same.

### **III. SCOPE OF SERVICES**

It is the intention of the I-Bank to contract a MSSP/MDR to deliver a thorough security operations solution to protect and enhance the I-Bank’s overall technical operations. A successful submission will directly address and outline how the firm will provide these services.

It is the expectation of the I-Bank the selected MSSP/MDR firm will work to eventually scale up/down and integrate core SECOPS technical services and solutions into the I-Bank’s technical portfolio, assuring in the long term, the I-Bank is self-sufficient. The awarded firm may use their own toolsets and make recommendations to the I-Bank to upgrade, or migrate to new solutions, once awarded the MSSP/MDR contract. The I-Bank also assumes the MSSP/MDR selected firm will operate 24x7x365 jointly in a co-managed solution with the I-Bank and affiliated vendors to achieve these goals.

The awarded MSSP/MDR will operate in a managed detection and response model, requiring both collecting, analyzing and responding to security concerns (reactive), as well as actively collaborating with the I-Bank IT Manager and Managed Services Provider (MSP) to remediate identified risks and implement new improved solutions and best practices to strengthen the I-Bank IT systems, data, and users (proactive).

The selected MSSP/MDR shall provide on/off-site services to the NJIB set forth below, remotely and at the main office location of the NJIB, to maintain the security of the equipment, software, and/or operating systems listed in Schedule A.

Specifically, the awarded MSSP/MDR will be required to perform the following services:

#### **IT Asset Management, I-Bank Security Hygiene, File System Integrity Checking and Vulnerability Assessment and Management**

- Firewall management of the I-Bank’s Palo Alto 3220’s and other current and future web application firewalls (WAF’s) including, but not limited to, Azure and AWS.
- Assure the securing of perimeter and extended networks, such as VPN access
- Assure client protections and monitoring services (CrowdStrike, Netwrix, etc.) are operational and following best practices

- Perform regular penetration testing on deployed end-points and I-Bank software applications including, but not limited to, firewalls, servers, network appliances, databases and web applications.
- Mobile device management (MDM) and mobile application management (MAM) risk monitoring and reporting
- Aid in identification of day 1 patches and assist in implementing into patch management system and network policy servers/services
- Create reports on findings as well as recommend remediation to mitigate security gaps and vulnerabilities.
- Monitor and recommend user authentication and privileges in the I-Bank's Active Directory, AWS, Azure, etc.
- Assure RADIUS services and NPS Services are operating and functioning securely.

### **Management of Security Sensors, Tools, and Services**

- Assure I-Bank and MSSP/MDR sensors and services are operational, including:
  - o Identity and access management solutions
  - o Firewall rules, access policies and logs are tested
  - o I-Bank and I-Bank staff behavior analytic sensors (Netwrix, Office 365, etc) are reporting and operational

### **Threat Intelligence, Security Monitoring and Incidence Response Management**

- Conduct coordinated computer security incident management, response, and recovery support, as needed
- Perform analysis of potentially malicious activities that have occurred or are believed to have occurred on the NJIB's network through security event data
- Provide remedial recommendations and produce report on findings
- Perform endpoint forensics and memory analysis
- Reconstruct sequence of events of a breach or attack
- Recommend countermeasures to malware and other malicious code and applications that exploit hosts, endpoints, network and data communication systems
- Develop recommended changes to I-Bank policies and procedures

### **Data Governance**

- Provide risk assessment on data governance, report on monitoring
- Aid in compliance audits; report on unsafe data storage and mis-classified or exposed data

## **IV. EVALUATION PROCEDURE and CRITERIA**

### **a. Ranking Criteria –**

The I-Bank has appointed a committee to review the proposals submitted in response to this RFP and to make recommendations. The committee members will individually review all proposals

taking into consideration the following evaluation criteria, ranking each firm on a scale of 1 to 10 for each evaluation criterion and multiplying the rank by the assigned weight for each criterion:

Qualifications and experience of the firm	(4)
The Firm's proposed services	(4)
Knowledge and experience of the assigned team or staff	(5)
References from prior serviced clients	(2)
The firm's presence in New Jersey	(1)
Fee proposal (separately sealed)	

**b. Submission Requirements (# copies, addressee, etc.)**

Both an electronic copy (via e-mail or "soft" copy on a flash drive/stick) and one unbound original (via courier or overnight express mail) of your proposal, including all required Appendices and Forms, should be delivered to:

David E. Zimmer  
Executive Director  
New Jersey Infrastructure Bank  
3131 Princeton Pike, Building 4, Suite 216  
Lawrenceville, NJ 08648  
[procurement@njib.gov](mailto:procurement@njib.gov)  
(609) 219-8600  
Attn: IT Managed Security Services Provider

**All proposals must be received by 12:00 noon EST, Friday, October 2, 2020.**

Proposals received after this date and time will not receive further consideration.

All documents and information submitted in response to this RFP generally shall be available to the general public as required by applicable law and the New Jersey Open Public Records Act, N.J.S.A. 47:1A-1 et seq. and applicable law.

Communications with representatives of the I-Bank concerning this RFP, by your firm or on your firm's behalf, are **NOT** permitted during the submission and evaluation process (except as specified below). No telephone inquiries will be accepted. If you have questions or require clarification on any aspect of this RFP, please forward the request via email to

procurement@njib.gov. **Failure to adhere to these communication restrictions will result in the immediate rejection of your firm's proposals. Questions must be submitted by 3:00 pm EST on Friday, September 18, 2020.**

The I-Bank will not be responsible for any expenses in the preparation and/or presentation of the proposals and oral interviews, if any, or for the disclosure of any information or material received in connection with the solicitation, whether by negligence or otherwise.

Responding firms may withdraw their proposal at any time prior to the filing date and time by written notification signed by an authorized agent of the firm. The proposal may thereafter be resubmitted, but only up to the final filing date and time.

The responding firm assumes sole responsibility for the complete effort required in this RFP. No special consideration shall be given after proposals are opened because of a firm's failure to be knowledgeable about all the requirements of this RFP. By submitting a proposal in response to this RFP, the firm represents that it has satisfied itself, from its own investigation, of all the requirements of this RFP.

#### **c. Oral Presentation(s) and/or Clarification of Proposal**

A bidder may be required to give an oral presentation to the Review Committee concerning its proposal. The Review Committee may also require a bidder to submit written responses to questions regarding its proposal.

The purpose of such communication with a bidder, either through an oral presentation or a letter of clarification, is to provide an opportunity for the bidder to clarify its proposal. Original proposals submitted, however, cannot be supplemented, changed, or corrected in any way. No comments regarding other proposals are permitted. Proposers may not attend presentations made by their competitors.

It is within the Review Committee's discretion whether to require a proposer to give an oral presentation or require a proposer to submit written responses to questions regarding its proposal. Action by the Review Committee in this regard should not be construed to imply acceptance or rejection of a proposal. The Project Manager will be the sole point of contact regarding any request for an oral presentation or clarification.

If it is necessary to interview one or more firms, the interviews will take place the week of October 19, 2020. You will be notified by phone if your firm needs to appear.

#### **IV. TECHNICAL PROPOSAL – INFORMATION REQUIRED TO BE PROVIDED BY BIDDER**

- Letter of Transmittal
- Business Information
- Summary of Service Expertise and Offerings

1. **Business and Operation Summary:**

- **Operations**
  - The year your company was incorporated
  - Please identify how many operation centers and/or offices your firm has, and their physical locations
- **Financials**
  - Provide your firms audited financials for the most recently completed fiscal year
  - Detail the last 12 months of revenues directly related to providing MSSP/MDR services
- **Staffing**
  - Describe the process for screening and hiring your MSSP/MDR staff
  - The number of professionals employed by your firm; please designate full-time, part-time employees, as well as consultants if applicable, and relevant technical or professional certifications held to determine skillsets necessary to perform the scope of work set forth herein.
  - Resumes of the team members who will be assigned to the I-Bank; Include those individuals who represent the core leadership in your organization's technological practices (i.e. Lead Network Support Engineer, Dir. of Technology Svcs; CIO, etc.)
  - Identify the process of how your firm trains, certifies/recertifies security analysts and engineers
  - What is the average employment time of a MSSP/MDR security analysts and engineers within your firm (i.e. – identify staff turn-over rates)
- **Compliance**
  - Please describe your firm's policies and procedures to ensure and maintain the privacy and confidentiality of the I-Bank's data from the data of other customers your firm services
  - Indicate any certifications held by your firm, such as SOC and/or ISO compliances
  - What access to your internal-auditing documentation will you provide if our auditors, customers or business partners require this documentation in support of legal, regulatory or contractual requirements?

2. **Client References:**

- How many Government (Federal, State, or Local) customers do you provide monitoring and security device management (MSSP/MDR Customers Only) services for (include references that may be contacted with respect to your work on these matters);
- Names of at least five appropriate contact persons at client organizations where similar work has been provided within the past three years, as contained in this RFP

3. **Technical Expertise & Experience:**

- How many years your firm has provided security operations as a service
- How many MSSP/MDR clients your firm currently has; clearly identify how many of these clients are Federal, State, or Local Government entities
- In the last 5 years of your firm's operations, what were the contract renewal rates for your firm (i.e. – how many retained customers has your firm won)

- Provide project and client success stories relevant to the I-Bank's size and industry (government/financial) where your firm performed MSSP/MDR services
- A description of how your firm manages its own SECOPS

#### 4. **Program Management Approach**

- A description of your understanding of the scope of services as provided in this RFP
  - A summary of support services and service level agreements (SLA's) that will and will not be covered in the contracted MSSP/MDR agreement
  - A current price guide for services not covered under the MSSP/MDR agreement
  - A description of how your firm will approach on-boarding in the first 90 days as the I-Bank's first MSSP/MDR; provide a proof-of-concept and transition plan to achieve a successful on-boarding, such as:
    - Documenting an as-is assessment of the I-Bank SECOPS
    - Work breakdown and implementation timelines
    - Communication plan, issue management, and escalation strategies
    - Change management, action and reporting policies
  - A description of what the I-Bank can expect in the first year of your firm's tenure
  - Detail the expected co-managed working relationship, roles and responsibilities between your firm and the I-Bank, the I-Bank's IT Director, and the I-Bank's MSP
  - Describe issue resolution and escalation procedures through your support tiers and correlations to proposed SLA's
  - Identify your firm's process for notification to the I-Bank of non-compliance with agreed SLA's
  - Software:
    - Identify, if any, proprietary (in-house) technology software the firm intends to leverage to aid in the MSSP/MDR offering
    - Identify security information and event management (SIEM) technology and software (sensory applications, event logging, correlation and notification, etc.) your firm leverages to provide 24/7/365 MSSP/MDR services to the I-Bank
- d. Provide a statement on whether the company is currently involved with any material litigation, arbitration, or bankruptcy proceedings, or has been within the past three years directly or indirectly
- e. Identify any existing or potential conflicts of interest, as well as your representation of parties or other relationships that might be considered a conflict of interest, that may affect or involve transactions for the I-Bank.
- f. A copy of a valid New Jersey Business Registration must be submitted by the selected firm. If not already registered with the New Jersey Division of Revenue, registration can be completed online at the Division of Revenue website:  
<https://www.state.nj.us/treasury/revenue/busregcert.shtml>.

## V. Attachments

### a. Forms and Other Requirements

The following documents must be completed, included, and submitted with the bid proposal. All forms listed below can be downloaded from the Department of Treasury website: <http://www.state.nj.us/treasury/purchase/forms.shtml>.

The required forms are also attached as

### **Attachment B – State Requirement Forms.**

1. Ownership Disclosure Form (N.J.S.A. 52:25-24.2)
2. New Jersey Business Registration Certificate. Please provide a copy of your firm's business registration certification (or interim registration) (N.J.S.A. 52:32-44). If the firm is not already registered with the New Jersey Division of Revenue, the form should be completed online at the Division of Revenue website:  
<https://www.state.nj.us/treasury/revenue/busregcert.shtml>.
3. Disclosure of Investigations and Other Actions Involving Bidder Form
4. Disclosure of Investment Activities in Iran (N.J.S.A. 52:32-58)
5. Affirmative Action Employee Report
6. Two-Year Chapter 51/Executive Order No. 117 (Corzine) - Vendor Certification and Disclosure of Political Contributions ("E.O. No. 117")

### **b. Specific Statutory Requirements**

**Chapter 51 and Executive Order No. 117.** Pursuant to Public Law 2005, Chapter 51 ("Chapter 51") and Executive Order No. 117 (Corzine 2008) ("E.O. No. 117"), State departments, agencies and authorities are precluded from awarding contracts exceeding \$17,500 to vendors who make certain political contributions on and after October 15, 2004, to avoid any appearance that the selection of contracts is based on the contractors' political contributions. Chapter 51 also requires the disclosure of all contributions to any political organization organized under 26 U.S.C. 527 that also meets the definition of a "Continuing Political Committee" within the meaning of N.J.S.A. 19:44A-3(n) and N.J.A.C. 19:25-1.7. **Failure to submit the certification and disclosure form(s) shall be cause for rejection of your institution's proposal. Please consult the website listed below for information and forms relating to Chapter 51 and E.O. No. 117.**

<https://www.nj.gov/treasury/purchase/forms/eo134/CH51-FAQ.pdf>

The firm selected pursuant to this RFP shall be required to maintain compliance with Chapter 51 and E.O. No. 117 throughout the term of its engagement.

7. **Chapter 271.** Pursuant to Public Law 2005, Chapter 271 ("Chapter 271"), the firm is required to disclose its (and its principals') political contributions within the immediately preceding twelve (12) month period prior to entering into a contract. No prospective firm will be precluded from entering a contract with the State by virtue of the information provided in the Chapter 271 disclosure provided the form is fully and accurately completed. Prior to award of this engagement, the financial institution selected pursuant to this RFP shall be required to submit Chapter 271 disclosures, although completion and

submission of the form is not required to be included in your proposal. For a copy of the Chapter 271 disclosure form please refer to:

<http://www.state.nj.us/treasury/purchase/forms/CertandDisc2706.pdf>.

If selected pursuant to this RFP, please also be advised of your firm's responsibility to file an annual disclosure statement on political contributions with the NJ Election Law Enforcement Commission ("ELEC") pursuant to N.J.S.A. 19:44A-20.13 (L. 2005, c. 271, section 3) if your firm receives contracts in excess of \$50,000 from a public entity during a calendar year. It is your financial institution's responsibility to determine if filing is necessary. Failure to so file can result in the imposition of financial penalties by ELEC. Additional information about this requirement is available from ELEC at (888) 313-3532 or [www.elec.state.nj.us](http://www.elec.state.nj.us).

8. Source Disclosure Form (N.J.S.A. 52:34-13.2; E.O. No. 129 McGreevey)

**Chapter 92 and Executive Order No. 129.** Pursuant to Public Law 2005, Chapter 92 and Executive Order No. 129 (McGreevey 2002), all services performed pursuant to this engagement shall be performed within the United States of America.

9. **Emergency Preparedness** – To support continuity of operations during an emergency, including a pandemic, I-Bank needs a strategy for maintaining operations for an extended period of time. One part of this strategy is to ensure that essential contracts that provide critical business services to I-Bank have planned for such an emergency and put contingencies in place to provide needed goods and services.

1. Describe how you anticipate such a crisis will impact your operations.
2. Describe your emergency response continuity of operations plan. Please attach a copy of your plan, or at a minimum, summarize how your plan addresses the following aspects of pandemic preparedness:
  - Employee training (describe your organization's training plan, and how frequently your plan will be shared with employees).
  - Identify essential business functions and key employees (within your organization) necessary to carry them out.
  - Contingency plans for:
    - How your organization will handle staffing issues when a portion of key employees are incapacitated due to illness.
    - How employees in your organization will carry out the essential functions if contagion control measures prevent them from coming to the primary workplace.
  - How your organization will communicate with staff and suppliers when primary

communications systems are overloaded or otherwise fail, including key contacts, chain of communications (including suppliers), etc.

- How and when your emergency plan will be tested, and if the plan will be tested by a third-party.

## **VI. Fee Structure (Separate Envelope)**

### **a. Fee schedule**

Provide appropriate rate schedule that would be utilized to carry out the required scope of work. Include an hourly rate schedule and applicable administrative fees, if any. Submit a rate schedule for two years of service. Also, submit a separate rate schedule for the optional third and fourth years of service. Transportation/travel expenses are not to be billed separately.

After the evaluation committee provides final rankings, the fee proposals shall be opened, and price will be negotiated with the highest ranked bidder. Please be advised that cost, while significant, will not be the sole determining factor.

## **VII. Contract Terms**

### **a. Period of Services**

The term of the contract for the MSSP shall commence December 1, 2020 and shall continue through November 30, 2022, with options for two one-year extensions upon further approval for each by the I-Bank Board of Directors.

### **b. Standard Terms and Conditions**

The attached Standard Contract Terms and Conditions (**Attachment C**) are in addition to the terms and conditions set forth in the RFP and should be read in conjunction with same unless the RFP specifically indicates otherwise. If a bidder proposes changes or modifications or takes exception to any of I-Bank's terms and conditions, modification or exception in I-Bank's terms and conditions by a bidder will be a factor in the determination of an award of a contractor purchase agreement.

All of I-Bank's terms and conditions will become a part of any contract(s) or order(s) awarded as a result of the RFP, whether stated in part, in summary or by reference. In the event the bidder's terms and conditions conflict with I-Bank's, I-Bank's terms and conditions will prevail, unless the bidder is notified in writing of I-Bank's acceptance of the bidder's terms and conditions.

#### **Attachments**

- A. I-Bank Hardware and Software in Use
- B. State Required Forms
- C. Standard Form Contract and Standard Contract Terms and Conditions

Dated: August 28, 2020