

City Council – Action Request Form

Date: June 14, 2021

To: Mayor, Mayor Pro Tempore, and Members of the City Council

From: Ben Rowe, Assistant City Manager
Thomas Kureczka, Chief Information Officer

Council Action Requested:

Resolution Approving a Contract with InfusionPoints, LLC for Managed Security Services

Strategic Focus Area: Service Excellence

Strategic Objective: Ensure Service Delivery Efficiency and Effectiveness

Strategic Plan Action Item: No

Key Work Item: Yes



Summary of Information:

To ensure continual delivery of City services it is critical that the City’s technology infrastructure operates at near-100% availability and remains protected from cyber security attacks. This can be accomplished through 24 x 7 cyber security monitoring, proactive vulnerability scanning and penetration testing, rapid response to cyber security vulnerabilities and incidents, and frequent cyber security health assessments.

A Request for Proposal (RFP) was issued for a single vendor to provide cyber security monitoring, vulnerability scanning, penetration testing, cyber security health assessments, and professional support services. The RFP asked for a one-year contract with the option to renew the agreement annually for two additional years.

InfusionPoints, LLC (InfusionPoints) is an experienced provider of cyber security services that is headquartered in North Wilkesboro, NC and operates branch offices in Winston-Salem, NC, Fayetteville, NC, and Washington DC. InfusionPoints currently provides cyber security services to the Department of the Treasury, nonprofit organizations, government contractors, cloud service providers, and commercial organizations throughout the United States.

Committee Action:

Committee	<u>Finance 6/14/21</u>	Action	<u>Approval</u>
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For	<u>Unanimous</u>	Against	<u></u>
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Remarks:

The remote security monitoring services requested in the RFP will provide 24 x 7 cyber security monitoring of the City's network. Software resides on the network and communicates over the internet to the vendor's offsite Security Operations Center (SOC). The SOC will monitor the City's networks and infrastructure on a 24 x 7 basis; identify, assess, and respond to security events; and lead and coordinate incident response in accordance with the City's policies and procedures. In the event of a cyber security incident, City staff will be notified and become involved in the troubleshooting process. City staff will respond to notifications from the SOC as needed during daytime and evening hours, weekends, and holidays. Use of a SOC for around-the-clock security monitoring provides immediate response to security incidents and can prevent critical service outages.

A range of technical skills are needed to plan, maintain, and support the City's cyber security goals. Skills are generally categorized as Level I, II, or III, where Level I and II skills are equivalent to the City's Senior I.S. Administrator job classification. Level III skills are not staffed by the City because of the difficulty for one person to keep their skills updated on a wide range of equipment, the challenge to retain someone with these skills, and market pay conditions. A person with Level III skills would be expected to have cyber security related certifications and have in-depth experience trouble-shooting complex cyber security problems. The City has one full-time-equivalent job classification of a Senior I.S. Administrator that specializes in Level I and II security management. Using contracted services for Level III skills will assist in filling this staffing gap. InfusionPoints will provide up to 60 hours per month of these skillsets to be used throughout the year as needed, rather than having someone on-site all the time.

It is recommended that the City enter into a contract with InfusionPoints, LLC to provide managed security services from July 1, 2021 through June 30, 2022 at the cost of \$99,880.00. The contract will include the option to renew for two additional years, with the same cost of \$99,880.00 for years two and three. It is further requested that authorization be provided to enter into annual contracts for the second and third years, subject to approved funding through the annual budget process. Authority would include expanding the agreement to include new equipment and maintenance adjustments as funded through the annual budget process.

This project was advertised on the City, State, and HUB websites with businesses notified directly of this opportunity. Notifications were also sent to all local M/WBE and regional HUB businesses. The RFP was sent directly to vendors in Winston-Salem as listed in exhibit A, but none responded to the RFP.

See Exhibit A for a complete list of businesses that were notified of the bidding opportunity and the low bidder's Workplace Demographics form.

See Exhibit B for complete proposal scoring.