

**METROPOLITAN ENTERTAINMENT & CONVENTION AUTHORITY  
REQUEST FOR PROPOSAL 23029  
MANAGED NETWORK SECURITY SERVICES PROVIDER  
January 17, 2023**

**PART I - INTRODUCTION**

The Metropolitan Entertainment & Convention Authority (“MECA”) is requesting proposals from qualified organizations interested in performing all services necessary to fulfill the Managed Security Services Provider (“MSSP”) services for MECA managed Facilities. These Facilities currently include CHI Health Center Omaha (“CHIHCO”) and Charles Schwab Field Omaha (“CSFO”), collectively, the “Facilities”. MECA is responsible for managing the operations of these Facilities.

The Facilities are in downtown Omaha, NE. The CHIHCO Facilities contains more than 1,000,000 sq. ft. of space including a 194,000 sq. ft. exhibition hall, over 63,000 sq. ft. of meeting space, 42,000 sq. ft. of pre-function area and up to a 18,000-seat arena. CSFO overall is 494,397 square feet (excluding playing field) and includes a 24,500-seating bowl.

**1. Anticipated RFP Schedule**

This Request for Proposal (RFP) and the guidelines set forth for responses hereto are intended to provide MECA with significant substantive information early in the negotiating process so that final agreement can be reached quickly. MECA has therefore established the following schedule (times are CST):

RFP Issued	Tuesday, January 17, 2023
Final Questions	Friday, January 20, 2023, 11:00 am
Due/Public Opening (time)	Tuesday, January 24, 2023, 11:00 am
Post Bid Interviews ( <i>if necessary</i> )	Will be scheduled for January 26 <sup>th</sup> & 27 <sup>th</sup> and conducted via Zoom

**2. Bidder Inquiries**

All inquiries regarding this RFP must be made in writing and addressed to kshiers@omahameca.com. Oral explanations or answers shall not be valid. Revisions, clarifications, and/or additional information will be issued to all Bidders in the form of an RFP addendum. All or any RFP addenda issued to the Bidders prior to the bid due date shall become a part of the bidding documents and the cost of such work shall be included in the bids.

**3. Delivery of Proposals**

Two printed copies or one electronic copy of proposals must be submitted and signed by an officer of the company, and delivered before the time set forth in Section 1 to MECA’s offices:

MECA  
RE: Bid on Network Security Services Provider 23029  
455 North 10<sup>th</sup> Street  
Omaha, NE 68102

All proposals received will be publicly opened at MECA's offices at the time set forth in Section 1. Bidders may attend, however attendance is not required. MECA reserves the right to accept or reject late proposals or to extend the time for response for one or more respondents.

#### **4. Criteria for Evaluation of Proposals**

##### **4.1 Evaluation of Compliance with RFP Guidelines**

Each proposal received will be evaluated to determine whether it generally supplies the information requested in this RFP. MECA may (at its sole discretion) disqualify any proposal, which it deems non-compliant. All proposals shall be valid for acceptance for a period of ninety (90) calendar days.

##### **4.2 Evaluation of Proposals**

Proposals will be evaluated based on the following criteria: (a) the company profile, background, experience, and references of the proposing party; (b) service and support; (c) ability to agree to the requested contractual terms and conditions; and (d) financial considerations. Other criteria may be considered by MECA based on the nature of the proposals received.

##### **4.3 Selection of Respondents**

Based on the foregoing criteria, MECA will select one or more entities for further negotiations. It is possible that based on the responses, MECA will elect to negotiate with more than one respondent. In such event, all selected entities will be informed that others have also been selected for negotiation, although MECA reserves the right to not disclose the identity of the other selected respondents.

MECA will notify the successful Bidder of the acceptance of its proposal. Such notice will be sent to the name and email address of the bidder as stated in its proposal.

##### **4.4 Reservations**

MECA reserves the unqualified right to reject any or all proposals, extend the time for receipt of proposals from all Bidders, waive defects or technicalities, correct discrepancies, advertise for new proposals, or to take any other action that MECA determines, at its sole discretion, to be in its best interest. MECA reserves the right to award the contract to other than the low bidder. Any such determinations or actions may be made without notice. All costs of preparation and submission of a proposal shall be at the risk and expense of the respondent. MECA shall have no liability in connection with a proposal or any respondent.

##### **4.5 Proposals**

All bids and proposals submitted by the various Bidders for this work become the property of MECA. Neither MECA nor the Bidders shall disclose the contents of any proposal to the other parties prior to the announcement of the award.

#### **5. Contractual Terms and Conditions**

Review and provide a detailed response whether the following contractual terms and conditions are agreeable. The Bidder's Proposal shall specifically note any requested

modifications to this section, which MECA may take into consideration during the review process, at MECA's discretion.

5.1 Service Agreement and Payment

The successful Bidder will be required to execute a MECA Service Agreement prior to performing any portion of work required within the specifications of this RFP. A sample MECA Service Agreement is available upon request.

Payment terms will be Net 30 days from installation and acceptance by MECA.

5.2 Term

The initial term of the agreement shall be two (2) years beginning February 16, 2023. The Agreement will provide MECA the option to extend the Agreement for up to three (3) two (2) year terms. Pricing increases for each option renewal cannot exceed five (5%) percent.

5.3 Insurance

The successful Bidder must provide evidence of the following types of insurance during the term of the Agreement. For the avoidance of doubt, such coverage and limits are minimum requirements and shall not be deemed as a limitation on vendor's liability under any provision of any agreement. Approval of the insurance by MECA shall not relieve or decrease the liability of the vendor hereunder. Note any available insurance proceeds in excess of the specified minimum limits and coverage shall be available to an additional insured.

Commercial General Liability Insurance (including premises operation liability, contractual liability and product/completed operations liability) and Automobile Liability coverage (owned, non-owned and hired coverages) with minimum limits of \$1,000,000 Combined Single Limit (Auto Liability), and \$1,000,000 Per Occurrence, and \$2,000,000 General Aggregate. Commercial General Liability aggregate limit will apply on a "per location" basis. The insurance must protect the Bidder and MECA from claims for personal injury (including bodily injury and death) and property damage which may arise from or in connection with the performance of the Bidder's services hereunder or from or out of any negligent act or omission of the Bidder, its officers, directors, agents or employees.

Workers' Compensation Insurance as required by applicable law. Policy shall be endorsed to include Waiver of Subrogation against MECA, the City of Omaha, their employees, officers and legal representatives.

Employer's Liability Insurance with minimum limits of:

\$500,000 Each Accident—Bodily Injury by Accident

\$1,000,000 Policy Limit—Bodily Injury by Disease

\$500,000 Each Employee—Bodily Injury by Disease

Umbrella or Excess Liability: additional \$5,000,000. Coverage is to apply to excess of Commercial General, Employer's Liability, and Automobile Liability policies.

All such insurance required above shall be with companies and on forms acceptable to MECA and shall provide that the coverage thereunder may not be reduced or canceled unless thirty (30) days unrestricted prior written notice thereof is furnished to MECA. All insurance shall be primary and not contributory. All insurance shall be written by companies with a Best's Key Rating Guide (Property-Casualty, United States) rating of A or better and a Best's Financial Size Category of Class VI or better. Within thirty (30) days of the date on which coverage is to be provided hereunder, the successful Bidder shall furnish to MECA certificates of insurance along with copies of endorsements evidencing compliance to the above requirements. Such certificates and insurance policies shall name MECA and the City of Omaha as additional insureds on a primary basis, and contain a waiver of subrogation, in which the insurer waives any claim or right to recover against MECA, the City of Omaha, their officers, agents or employees. The additional insured requirement does not apply to Workers' Compensation.

5.4 Indemnification

Bidder does hereby covenant and agree to indemnify, defend and hold harmless MECA, and the City of Omaha, their officers, directors, employees, agents and representatives, from and against all claims, demands, losses, suits, damages, liabilities, costs and expenses (including reasonable attorneys' fees) arising out of or relating to any claim, demand or judgment for property loss or damage (including loss of use of the Facilities), and/or personal injury, including death, arising out of the Products and Services furnished hereunder by Bidder and Bidder's Personnel except to the extent same is caused by the negligence or reckless conduct of MECA or its employees or agents.

MECA is not responsible for any equipment, furnishings, supplies or other property or products owned by Bidder and used or stored at the Facilities, nor is it responsible for damage resulting from power failure, flood, fire, explosion or other similar causes.

The provisions requiring the furnishing of personal injury liability or property damage liability insurance shall not be construed to affect or impair the generality of the forgoing.

The successful Bidder shall represent and warrant in the contract that the components of this RFP to be purchased for the Facilities shall not violate or infringe upon any patent, copyright, trademark, trade secret or other intellectual or proprietary right of any third party. The Bidder shall agree to defend, protect and hold harmless MECA and its related parties from and against any and all liabilities, actions, losses, awards, damages, costs, claims or expenses including reasonable attorneys' fees incurred by them as a result of any claim that the components of this RFP to be purchased for the Facilities are illegal or infringe upon any third party patent, copyright, trademark, trade secret or other intellectual or proprietary right.

5.5 RFP and Bidder's Proposal

This RFP and the Bidder's proposal thereto shall become part of any contract that may be entered into as a result of this RFP.

5.6 Warranty

The Bidder shall warrant in the contract that the components of this RFP to be purchased for the Facilities shall be new and of good and workmanlike quality and fit for the use intended. The Bidder shall further warrant that during the manufacturer's warranty period that the components will operate in accordance with the manufacturer's specifications. The manufacturer's warranty period shall be specified on the Bidder's proposal and shall begin on the date of MECA's acceptance of the installation. All other specific promises and warranties made by Bidder in the RFP Response or bid process generally shall also be included in the final contract.

5.7 Scope, Quality of Work Guarantee

The successful Bidder shall furnish all equipment, labor, personnel, and facilities necessary to perform and complete the work.

5.8 Conduct of Personnel

No business, other than that specifically outlined in the RFP, may be conducted by personnel of the Bidder while on the premises of the Facilities.

The Bidder shall be responsible for all actions of its employees, while they are assigned to the Facilities. The employees shall at all times comply with applicable laws, ordinances, and regulations of local, state, and federal agencies, along with all regulations, policies, and procedures of MECA.

Bidder certifies and agrees that, with respect to its staff and employees who will participate in the performance of this Agreement, the Bidder shall maintain a workplace free of drugs and alcohol during the term of this contract.

If, for whatever reason, MECA determines that personnel assigned to the Facilities are unsatisfactory, the Bidder shall replace the individual immediately or as mutually agreed upon.

5.9 Sales Tax

All federal, state and local taxes, including without limitation sales, use, excise, privilege, transactional, gross receipts, ad valorem or any other transactional tax or customs and duties ("Tax" or "Taxes") paid or payable by Bidder, however designated, levied or based on amounts payable to Bidder under or in connection with the RFP have been included in the pricing set forth on Attachment A – Proposal Form as required by the relative taxing authorities.

MECA is a sales taxable entity and as such, the Bidder warrants that sales tax is included in the price provided on Attachment A – Proposal Form. Notwithstanding anything in the Agreement to the contrary, the successful Bidder shall indemnify and defend MECA for any sales tax audit assessment against MECA relating to the amount of Nebraska sales tax charged under this Agreement.

As a Vendor of CLCO, any sales tax collected must be reported to the State of Nebraska on a monthly basis. A Convention Center Facilities Financing Assistance Act Sales and Use Tax Information Form must be completed and filed on or before the 20th day of the month following the month of sale. Forms are

available by contacting MECA's Finance Department. Vendor must also supply MECA with the Vendor's Nebraska Sales Tax Permit number on Attachment A – Proposal Form upon execution of the Agreement.

## **PART II - SCOPE OF PROJECT**

MECA is seeking an MSSP to provide managed security services for its endpoints, networks, and systems. The equipment is housed and managed from CHI Health Center Omaha. The network includes a 1 GB internet circuit and a 1-10 GB network backbone.

### **1. Qualifications/Expectations**

The successful Bidder must fulfill the following expectations and/or qualifications.

- Experience – The MSSP must have a minimum of ten years of experience providing network security services as an incorporated business.
- Conversion Expertise – MECA's goal is to experience a conversion or installation with little to no impact on the current network infrastructure or team members. The MSSP is expected to prove its expertise by providing relevant examples and references of recent conversions or installation successes.
- Technology – The MSSP must demonstrate a strong commitment to overall technology architecture including innovative solutions and future capabilities.
- Skilled Personnel – MSSP's personnel must be experienced and certified in the technologies proposed.
- Integrated Solutions – MSSP must have the ability to provide integrated security solutions to mature its security posture.
- Relationship Management – MSSP must be able to assist MECA in improving the quality of information technology and security systems to better support business needs.

### **2. MSSP Requirements**

The successful Bidder must confirm in the Attachment A – Proposal Form, whether or not the following requirements can be met.

- The MSSP will provide real time threat protection on a 24x7x365 day basis.
- The MSSP will provide dedicated account management for the entire Term of the Service Agreement.
- The MSSP will conduct centralized logging and event correlation used against all available internal and external data sources. These data sources will include DNS, device logs, Office 365 logs, and Sentinel One EDR.
- The MSSP will detect substantial short-term changes in user and system behavior.
- Log data collected and monitored will enable the MSSP to isolate and analyze malicious activity regardless of the MECA deployed device's function, brand, or type.
- The MSSP will ensure that any security device data collected and provided to MECA for separate/parallel analysis is translated into a standardized readable format to ensure a common understanding of collected results.
- The MSSP will provide a Log Management solution. This solution will be used for the storage of 100% of the raw log data for one year.
- The MSSP will maintain overall responsibility for any tasks, analysis, or detection required during security event response.
- The MSSP will ensure that the Intrusion Detection Team has designated personnel 24-hour a day, 7 days a week on call to react to any security incident.
- MSSP will identify, document, and track all incidents in a managed security portal.

- The MSSP will review all security event activity in real time on MECA networks and remote enclaves.
- The MSSP will perform Threat Correlation and has the ability to sort through multiple logs and log entries to identify attackers.
- The MSSP will conduct real-time monitoring and detection for malicious code Phishing attacks, providing alerts, reporting, and blocking actions for the MECA networks.
- The MSSP will provide computer forensics capabilities within incident responses as needed by MECA.

### **3. Required Services**

The success Bidder must provide the following:

Security Event Log Monitoring and Threat Detection of existing equipment:

- 2 Cisco 5585 Firewalls in an H/A Pair
- 12 Servers (Windows)
- 2 Domain Controllers (Windows)

Vendor Integration Log Monitoring and Threat Detention for the following:

- SentinelOne Endpoint Detection and Response (250 Endpoints)
- Microsoft Office 365 (300 Users)

### **4. Architecture**

MECA is seeking an MSSP who has the ability to design a fully managed log monitoring solution based on the specified requirements. The MSSP will provide 24/7 monitoring and management of security events and critical system logs as well as monitoring of firewall logs, Office 365 logs, and Sentinel One EDR logs.

### **5. Service and Relationship**

The MSSP must have the ability to provide daily matrix reports, monthly SLA reports and executive level reports with the summarized data. Also, periodic tuning calls to accurately capture and alert potential events. MSSP should provide MECA with a single point of contact throughout the Term of the Agreement.

### **6. User Experience**

The solution must have one single source interface to all events and logs being monitored. The interface should provide a web-based portal with granular user access for MECA staff to perform investigations and troubleshooting.

MSSP must be able to support customization of signatures and events to accommodate MECA network customization. Export of log files from the solution's portal must be in Excel format and legible.

### **7. Vendor Strength**

The MSSP must demonstrate the strength of its management and capabilities based on the current number of clients, the number of years in business and the education and certifications of security personnel.

### **8. Training**

MSSP must provide a minimum of 10 hours of onsite user training. The training will include Web Portal usability and management, reporting,

## **PART III - Information to be Supplied by Bidder**

For ease of equal evaluation and given the fast-track that MECA desires to pursue to reach final agreement, MECA requests that each proposal submitted incorporate the same general structure. Proposals must include the following sections:

### **1. Attachment A - Proposal Form**

Attachment A – Proposal Form, must be completed, signed and submitted as the first page of the Proposal. Proposal must include all costs associated with a complete, turn-key system.

### **2. Company Profile**

The Bidder should provide information about the company, including the following information:

- A. Company name, address, telephone number and contact person.
- B. Brief company history, which can be in the form of a company brochure.
- C. Names of major stakeholders in the company.
- D. Company structure /organization of personnel.
- E. Gartner Rating
- F. List of relevant projects completed within the past three years, including name and location of company/organization, scope of work performed, and year(s) project was completed. Relevant projects must be of a similar type and complexity.

### **3. Subcontractors**

In order that MECA may be assured that only qualified and competent subcontractors will be retained for the service, each Bidder shall submit with his/her name a list of all subcontractors that the Bidder intends to use. No change shall be made in the list of subcontractors after the receipt of proposals, unless agreed to in writing by MECA.

### **4. References**

Bidders shall supply a list of three references for which similar services have been performed within the past three years. Relevant projects must be of a similar type and complexity. The list of references must include up-to-date names, telephone numbers and email addresses of the customer's contact person. Provide the location of the facility, description of services performed, and year when services were performed.

It is preferred that the three references be Fortune 500 companies. It is required at least one reference be a Fortune 500 company.

### **5. Resumes**

Bidder shall provide resumes or bios of key staff assigned to the project highlighting qualifications and experience. Information must include all relevant certifications and/or training.

### **6. Project Narrative**

In addition to responding to the Questionnaire included on the Proposal Form, Bidder should include a narrative response describing its proposed solution



for MECA's requested Services, and how the Services specifically address the requirements set forth in Part II-Scope of Project.

**7. Deviations from Scope of Project**

Bidders must document any and all deviations from the specifications outlined in the Scope of Project in Part II.

**8. Contractual Terms and Conditions**

The Bidder shall review and provide a response whether the contractual terms and conditions set forth in Part 1, Section 5 are agreeable. A detailed response is required if a bidder is not agreeable to one or more of the terms and conditions set forth in Part 1, Section 5.