

RFQ EVALUATION SCORESHEET

**19-03 Risk Assessment, Policy Development and Incident Response Plan
City of Aurora, Information Technology Division**

RFQ EVALUATION SCORESHEET
Technical Reviewers:

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RFQ -- Required Information and Scoring

| Section 1. COMPANY CAPABILITIES / Required Information / 26 Points Max | Max. Points /Item | Criteria |
|--|--------------------------|-----------------|
| 1.1. Please provide an audited copy of your company's financial statements for the past three years. | 2 | yes/no |
| 1.2. Indicate the number of years your company has been in business. | 2 | >5=2 |
| 1.3. Indicate the number of years your company has offered each of the services in the Managed Security Services (MSS) portfolio. Please provide the number of clients and revenue for each service. | 2 | >5=2 |
| 1.4. Where is your company headquartered? | 2 | local-2 |
| 1.5. How many years have you been providing MSSs? | 2 | >2=2 |
| 1.6. Do you have venture capital or other funding supporting your MSS business? | 2 | yes/no |
| 1.7. What percentage of your security service revenue for the trailing 12 months is from MSSs? What percentage is from security professional services or consulting? | 2 | >10=2 |
| 1.8. What percentage of your company's revenue is spent on MSS research and development (R&D)? | 2 | >5=2 |
| 1.9. Describe all documented policies, procedures and audit requirements that will ensure maintaining the privacy and confidentiality of the City of Aurora's data. | 2 | yes/no |
| 1.10. Describe alliances with other companies you have that are related to your MSSs, such as using a third-party software as part of your MSS portfolio. | 2 | yes/no |
| 1.11. Does your company subcontract MSS work to other third parties? If so, please list them, based on the services in scope, and describe your business relationship with each one. | 2 | no/yes |
| 1.12. Provide evidence of up-to-date business liability insurance. | 2 | yes/no |
| 1.13. Include information on any awards your company has won. | 2 | yes/no |
| | 26 | |

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| Section 2. QUALIFICATIONS AND STAFFING / Required Information / 20 points Max | | |
| 2.1. Indicate how many MSS customers you have. | 2 | >2 |
| 2.2. Please provide a list of MSS customers in the public sector – local, state or federal. This should include three or more references of agencies using your service that are of similar size to the City of Aurora. | 2 | yes/no |
| 2.3. Indicate the total number of employees in your company, and the number of employees responsible for MSS delivery. | 2 | >5=2 |
| 2.4. Please describe the relative distributions of employees in your company providing delivery, project management, customer service, and how these employees are geographically distributed. | 2 | |
| 2.5. What percentage of your MSS staff has security certifications (list the certifications), and what is the average number of years of experience they have in performing security consulting? | 2 | yes/no |
| 2.6. Provide a sample job description and/or resume for your MSS staff. Include a summary of the technical expertise and/or special capabilities required. | 2 | |
| 2.7. Describe the process for screening and hiring your MSS staff. | 2 | |
| 2.8. Explain the process of initial and ongoing training of your MSS staff. | 2 | |
| 2.9. What is the average employment time of an MSS consultant within your company? | 2 | >2=2 |
| 2.10. Indicate any industry certifications/attestations your organization hold, such as Statement on Standards for Attestation Engagements (SSAE) 16 Type 2, or International Organization for Standardization (ISO) 27001. If so, please provide evidence. | 2 | yes/no |
| | 20 | |
| Section 3. / SERVICES AND IMPLEMENTATION METHODOLOGY / 12 Points Max. | | |
| 3.1. Provide an overview of your MSS portfolio and any supporting products. | 3 | |
| 3.2. Describe the project methodology and approach used to deliver your services. Describe the function or service offering they support. | 3 | |
| 3.3. Describe the frequency and opportunities for continuous improvement during the implementation phase. | 3 | |
| 3.4. Please provide an example of how your services addressed a recent security incident | 3 | |
| | 12 | |
| Section 4. / PRICING AND CONTRACT / 24 Points Max. | | |
| 4.1. Please provide the name, title and appropriate contact information of the authorized negotiator or contract-signing agent. | 4 | <100k=4 |
| 4.2. Indicate and describe the pricing model(s) for your professional services offering. | 4 | 100k><200k=3 |
| 4.3. Is there a minimum commitment for particular usage, total volume, and individual spend or aggregate spend in order to receive the rates and terms provided in the proposal? If so, explain. | 4 | >200k=2 |
| 4.4. How long will the proposal remain in force from the date of submission | 4 | 90=4 |
| 4.5. Indicate the discounts available, based on the public sector, volume of services and contract length. | 4 | yes/no |
| 4.6. Please explain in detail your contract liability limitations — is this limited by the price of the paid contract? | 4 | yes/no |
| | 24 | |
| Section 5. / VALUE ADDED SERVICES AND OTHERS / 18 Points Max | | |

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| 5.1. Please describe any other optional / value added services. | 18 low/medium/high |
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