**Request for Proposal (RFP) for Managed Security Services (MSS) Solution**  
**Issued by: Contoso, Ltd.**  
**Date: March 15, 2025**  
**Proposal Due Date: March 15, 2025**

**1. Introduction**

Contoso, Ltd. is issuing this Request for Proposal (RFP) to select a qualified vendor for implementing a **Managed Security Services (MSS) solution**. The objective is to enhance cybersecurity infrastructure, ensuring compliance with industry standards while integrating seamlessly with our existing cloud ecosystem.

**2. Project Overview**

**2.1 Background**

Contoso, Ltd. is a leading enterprise operating in a highly regulated industry. With the increasing complexity of cyber threats, we seek to establish a robust security framework incorporating real-time threat detection, 24/7 monitoring, and compliance management.

**2.2 Objectives**

* Strengthen cyber threat detection and mitigation capabilities.
* Ensure compliance with **ISO 27001, SOC 2, NIST frameworks**.
* Implement **24/7 monitoring, rapid incident response, and threat intelligence**.
* Protect cloud-based infrastructure while supporting scalability.
* Conduct periodic **penetration testing and security awareness training**.

**3. Scope of Work**

**3.1 Required Services**

The selected vendor will be responsible for:

* **Security Operations Center (SOC) Support**: Real-time security monitoring and response.
* **Threat Intelligence & Detection**: Automated identification and response to vulnerabilities.
* **Compliance & Risk Management**: Regular audits ensuring alignment with cybersecurity regulations.
* **Incident Response & Remediation**: Rapid breach containment protocols.
* **Cloud Security Services**: Protecting Contoso’s **Azure-based infrastructure**.
* **Training & Awareness**: Cybersecurity training for Contoso IT teams.

**4. Implementation Timeline**

| **Phase** | **Duration** | **Activities** |
| --- | --- | --- |
| **Phase 1** | Month 1-2 | Security assessment, gap analysis, planning |
| **Phase 2** | Month 3-5 | Deployment, integration, and configuration |
| **Phase 3** | Month 6-9 | Testing, compliance validation, training |
| **Phase 4** | Ongoing | Continuous monitoring, reporting, updates |

**5. Budget & Pricing Structure**

Estimated budget range: **$1.5M - $2.5M** over a **three-year contract**.

**5.1 Pricing Model**

Vendors should provide:

* **Fixed cost pricing** or **usage-based pricing**
* **Volume discounts for extended engagement**
* **Premium support pricing (if applicable)**

**6. Compliance & Security Standards**

The proposed solution must comply with the following:

* **ISO 27001** – Information Security Management
* **SOC 2 Type II** – Security, Availability, and Confidentiality
* **NIST Cybersecurity Framework**
* **GDPR & CCPA Compliance (if applicable)**

**7. Performance Metrics & Quality Assurance**

**7.1 Service Level Agreements (SLAs)**

| **Metric** | **Requirement** |
| --- | --- |
| **Threat Detection Response** | Within 15 minutes |
| **Incident Remediation** | Within 4 hours |
| **Service Availability** | 99.9% uptime guarantee |
| **Security Audits** | Conducted quarterly |

**8. Vendor Selection Criteria**

Proposals will be evaluated based on the following weighted criteria:

| **Criteria** | **Weight (%)** |
| --- | --- |
| Technical Capability & Experience | 30% |
| Pricing & Cost-effectiveness | 25% |
| Quality & Compliance | 20% |
| Reputation & References | 15% |
| Sustainability & Corporate Responsibility | 10% |

**9. Required Documentation**

Vendors must submit:

1. **Company Profile** (Background, financial stability, key clients)
2. **Relevant Case Studies** (Examples of similar security implementations)
3. **Technical Proposal** (Security architecture, methodologies, tools)
4. **Detailed Pricing Breakdown** (Fixed costs, variable costs, additional services)
5. **Implementation Plan** (Project timeline, resource allocation, risk management)
6. **Compliance Certifications** (ISO 27001, SOC 2, NIST, etc.)

**10. Proposal Submission Guidelines**

**10.1 Submission Instructions**

* Proposals must be submitted electronically in **PDF format**.
* All documents should be structured in the order mentioned above.
* Send proposals to: [**rfp-submissions@contoso.com**](mailto:rfp-submissions@contoso.com)
* Subject Line: **"RFP Submission – MSS Solution – XYZ Security Solutions"**

**10.2 Proposal Deadline**

* Proposal Submission Due Date: **March 15, 2025**
* Vendor Q&A Deadline: **March 15, 2025**
* Evaluation & Shortlisting: **March 15, 2025**
* Contract Award Date: **March 15, 2025**

**11. Additional Notes**

* Contoso, Ltd. reserves the right to accept or reject any proposal.
* Vendors may be required to present their solutions in a virtual or in-person meeting.
* Any **confidentiality agreements** must be acknowledged before proceeding to negotiations.