



Managed Security Services Provider RFP

Garden River First Nation

Request for Proposal for Managed Security Service Provider (MSSP)

Date of Issue: July 26, 2024

Closing: August 23, 2024, 4:00pm, Eastern Time

Closing Location:

Garden River First Nation Band Office
7 Shingwuak Street,
Garden River First Nation, ON
P6A6Z8

Closing email address:

molejnik@46northconsulting.ca



Contents

Managed Security Services Provider RFP	1
Garden River First Nation	1
Request for Proposal for Managed Security Service Provider (MSSP)	1
1.0 Overview	4
1.1 About Garden River First Nation	4
1.2 Garden River First Nation's Mission and Name	4
1.3 Information Technology Organization Model.....	5
1.4 Current Systems	5
1.5 Objectives of this RFP	5
1.6 RFP Process and Timelines	5
2.0 RFP Process and Conditions.....	5
2.1 Structure of this Document	5
2.2 Communication.....	6
2.3 Terms and Conditions of the Proposal	7
3.0 Proponent Evaluation Process	8
3.1 Compliant and Innovative Solutions	9
3.2 Phase 1 – Mandatory Compliance	9
3.3 Phase 2 – Technical Proposal	9
3.4 Phase 3 – Presentations and Demonstrations	10
3.5 Phase 4 – Pricing.....	11
3.6 Final Scoring	11
3.7 Other Evaluation Considerations	11
3.8 Timetable	12
3.9 Form of Submission – Two Parts	12
4.0 Garden River First Nation Background.....	14
4.1 Garden River First Nation Background.....	14
4.2 Project Overview.....	14
4.3 Objectives	14
4.4 Guiding Principles.....	15
5.0 Technical Environment	17
5.1 Current State	17
5.2 The Future of Garden River First Nation's Cyber and Information Security.....	17
5.3 Solution Parameters	19
6.0 Required Products and Services	20
7.0 Pricing	23
7.1 Response Requirements	23



7.2 General Pricing Requirements	23
7.3 Currency	23
7.4 Warranty	23
7.5 Maintenance	23
7.6 Support	23
7.7 Professional Services	23
7.8 Additional Value-Added Services	24
8.0 Respondent Response Requirements.....	25
9.0 Legal Requirements.....	27



1.0 Overview

1.1 About Garden River First Nation

The Garden River First Nation Reserve was created in 1850 with the signing of the Robinson-Treaty. Before that date however, Garden River did exist.

The Ojibway-Chippewa-Algonquin people controlled a vast area of land stretching from the Atlantic Coast to the foot hills of the Rocky Mountains.

Little is known about the Band before non-Indigenous people came into the area and began recording events. In the Ojibway tradition, your history was as old as the eldest member of the Band. The recorded history of Garden River begins, or seems to, with Shingwaukonce and carries on through his two sons, Augustine and Buhgужjenene, to the present day.

Today, Garden River First Nation is governed by a Council consisting of a Chief and twelve Councillors – a maximum under the Indian Act. Each Councillor is appointed to and is responsible for a portfolio(s). A General Council meeting is held monthly along with regular working meetings every week to oversee administrative matters. The Council is elected bi-annually, an election system under the Indian Act.

Garden River First Nation administers a variety of programs and services, and employs approximately 200 people.

Various department managers oversee their individual programs and overall administrative duties are overseen by a Chief Administrative Officer who is directly responsible to the Council who in turn, are responsible to the membership. The principal office is the Administration Center centrally located in the community and surrounded by the Community Center, Health Center, Fire Hall, Public Works Garage, and the Anishinabek Police Services Headquarters. Other community facilities located on-reserve are the Ojibway Tent and Trailer Park, Healing Lodge, Baseball Field and the Garden River Development Corporation Center. All facilities cater to the needs of the Band's membership.

1.2 Garden River First Nation's Mission and Name

Our Mission

In the spirit of our ancestors and our Treaty, we endeavour to conduct ourselves in a manner that is consistent with the Seven Grandfather Teachings given to us by the Creator. We envision a harmonious community that is built on mutual respect that maintains a healthy balance through prosperity and well-being. Through these actions we intend to create a self-sustaining community that fulfills the emotional, physical, mental and spiritual well-being of all members.

*** Nbwaakaawin-Wisdom *** Zaagidwin-Love *** Mnaadendmowin-Respect
*** Aakdehewin-Bravery *** Gwekwadziwin-Honesty *** Dbaadendizin-Humility
*** Debwewin-Truth

Our Name

The name takes one back to the fur trade. The people living in this area were well known for their vegetable growing along the route the voyagers and explorers followed. Charles Church established a store on Sugar Island next to the St. Mary's River. Church purchased vegetables from the First Nations and sold them to the voyagers as they passed through.

**Garden River was a place where our people could farm and hunt
– "The Creator's Garden."**



1.3 Information Technology Organization Model

The current Information Technology model consists of a single IT Technician level staff member supported ad-hoc by a third-party vendor. A parallel RFP process is also being issued for a Managed Services Provider to provide Garden River First Nation with IT operational support.

1.4 Current Systems

The following is a listing of our current technology environment.

- Microsoft 365 for Exchange, Office products and related account management. No synchronization between Entra ID and on-prem Active Directory.
- One Drive and SharePoint are used for cloud storage in conjunction with on-site file storage
- On-prem active directory.
- Mixture of corporate and bring your own device with a mixture of Windows operating systems. Majority of operating systems are Windows 10 and 11.
- Networking hardware is primarily Cisco Meraki with some Ubiquiti switches in place. VPN is used for off-site access.
- Sage for accounting is on a separate server, on-prem.
- Mixture of physical and virtual servers.
- Current malware systems include a mix of Kaspersky A/V and Huntress managed defense.

1.5 Objectives of this RFP

The purpose of this request for proposal (RFP) is to invite prospective vendors to submit a proposal to supply a Managed Security Service with an extended detection and response (XDR) solution to Garden River First Nation. The RFP provides vendors with the relevant operational, performance, application, and architectural requirements of the system.

1.6 RFP Process and Timelines

The RFP process begins with the issuance of this RFP, which will inform potential Proponents of Garden River's objectives, and concludes with the selection of the Selected Proponent and the execution of the Agreement with that Proponent. The timeline of events is specified in section 3.8.

2.0 RFP Process and Conditions

2.1 Structure of this Document

This document consists of a number of sections and schedules. Brief descriptions of the contents are detailed below.

Section 1 Overview: This section provides a brief overview of the RFP.

Section 2 RFP Process and Conditions: This section outlines the RFP and contains line items such as terms and conditions, timelines, process for submitting questions, format for the proposal, and any other specific requirements for the proposal.

Section 3 Proponent Evaluation Criteria and Submission Requirements: This section explains the evaluation criteria and contains instructions to Respondents on the RFP response process including weightings of each



criterion, if possible. Submission requirements such as format and page limits, if applicable, are also included in this section.

Section 4 Organization's Background: This section contains background information about Garden River First Nation.

Section 5 Technical Environment: This section contains the current detailed technical overview of the Garden River First Nation's systems, including any existing administrative systems, hardware, or software that will need to be integrated with any proposed solutions.

Section 6 Required Products and Services: This section contains a detailed overview of the products and services to be procured by Garden River First Nation pursuant to this RFP, including specific requirements and preferences.

Section 7 Pricing: This section outlines the mandatory pricing model as well as payment terms. All pricing information should be submitted in the format outlined in this section.

Section 8 Respondent Response Requirements: This section contains details about where and how Respondents should submit their Proposals including submission deadlines and any specific instructions for delivery.

Section 9 Legal Requirements: This section contains information about the Agreement to be made by Garden River First Nation with the Selected Proponent and contains any legal requirements or regulations that the organization needs to comply with, including any terms and conditions of the agreement that will be made with the selected proponent.

2.2 Communication

Verbal communication shall not be effective unless formally confirmed in writing by the specified procurement official in charge of managing this RFP process. In no case shall verbal communication govern over written communication.

Vendors' inquiries, questions, and requests for clarification related to this RFP are to be directed, in writing, to:

46° North Consulting
12 Cody Point Court
Sault Ste. Marie, ON P6B 6L8

Attention: Mike Olejnik
Email: molejnik@46northconsulting.ca

Applicable terms and conditions herein shall govern communications and inquiries between Garden River First Nation and vendors as they relate to this RFP.

Informal Communications shall include, but are not limited to: requests from/to vendors or vendors' representatives in any capacity, to/from any Garden River First Nation employee or representative of any kind or capacity, with the exception of Mike Olejnik, for information, comments, speculation, etc.

Inquiries for clarifications and information that will not require addenda may be submitted verbally to the party named above at any time.

Formal Communications shall include, but are not limited to:



- Questions concerning this RFP: Questions must be submitted in writing and be received prior to August 16, 2024, 4:00pm, Eastern Standard Time.
- Errors and omissions in this RFP and enhancements: Vendors shall bring to Garden River First Nation any discrepancies, errors, or omissions that may exist within this RFP. With respect to this RFP, vendors shall recommend to Garden River First Nation any enhancements that might be in the best interests of Garden River First Nation. These recommendations must be submitted in writing and be received prior to August 16, 2024, 4:00pm, Eastern Standard Time.
- Inquiries about technical interpretations must be submitted in writing and be received prior to August 16, 2024, 4:00pm, Eastern Standard Time.
- Inquiries for clarifications/information that will not require addenda may be submitted verbally to the buyer named above at any time during this process.
- Verbal and/or written presentations and pre-award negotiations under this RFP.
- Addenda to this RFP.

Addenda: Garden River First Nation will make a good-faith effort to provide a written response to each question or request for clarification that requires addenda within 5 business days.

All addenda will be posted to our website and/or other locations used for posting the original RFP only.

<https://www.gardenriver.org/site/>

Garden River First Nation will not respond to any questions/requests for clarification that require addenda, if received by Garden River First Nation after August 16, 2024, 4:00pm, Eastern Standard Time.

2.3 Terms and Conditions of the Proposal

1. Definitions

- 1.1. "RFP" means this Request for Proposal.
- 1.2. "Vendor" means any individual or organization submitting a proposal in response to this RFP.
- 1.3. "Garden River First Nation" refers to the community and administrative organization seeking proposals for managed security services.

2. Proposal Submission

- 2.1. Proposals must be submitted in accordance with **Section 3.9** by **August 23, 2024 at 4:00pm EST**.
- 2.2. Proposals received after the submission deadline will not be considered.
- 2.3. The Vendor is responsible for ensuring the timely delivery of their proposal.

3. Proposal Validity

- 3.1. Proposals must remain valid for a period of ninety (90) days from the submission deadline.
- 3.2. Garden River First Nation reserves the right to request extensions of the proposal validity period.

4. Evaluation of Proposals

- 4.1. Proposals will be evaluated based on the criteria outlined in the RFP document.
- 4.2. Garden River First Nation reserves the right to accept or reject any or all proposals, or any part of a proposal, without thereby incurring any liability to the affected Vendor(s).
- 4.3. Garden River First Nation is not obligated to select the lowest-cost proposal but will select the proposal that best meets its requirements.

5. Confidentiality

- 5.1. All information provided by Garden River First Nation in connection with this RFP shall be treated as confidential and must not be disclosed to any third party without the prior written consent of Garden River First Nation.



- 5.2. Proposals submitted will be considered confidential and will not be shared with any parties outside of the evaluation team without prior consent from the Vendor.
6. **Costs and Expenses**
- 6.1. All costs and expenses incurred by the Vendor in connection with preparing and submitting a proposal shall be borne by the Vendor.
- 6.2. Garden River First Nation will not be liable for any costs or expenses incurred by the Vendor as a result of this RFP process.
7. **Contract Negotiations**
- 7.1. Garden River First Nation reserves the right to negotiate the terms of the contract, including the scope of work, deliverables, and pricing, with the selected Vendor.
- 7.2. If Garden River First Nation and the selected Vendor cannot reach a mutually agreeable contract, Garden River First Nation reserves the right to terminate negotiations and commence negotiations with another Vendor.
8. **Governing Law**
- 8.1. This RFP and any resulting contract shall be governed by and construed in accordance with the laws of Ontario, Canada.
- 8.2. Any disputes arising out of or in connection with this RFP shall be subject to the exclusive jurisdiction of the courts of Ontario, Canada.
9. **Indemnification**
- 9.1. The Vendor agrees to indemnify and hold harmless Garden River First Nation, its officers, employees, and agents from and against any and all claims, liabilities, damages, losses, and expenses, including reasonable legal fees, arising out of or in any way connected with the Vendor's performance of services under this RFP.
10. **Insurance**
- 10.1. The selected Vendor shall maintain adequate insurance coverage, including professional liability insurance, throughout the term of the contract.
- 10.2. Proof of insurance coverage shall be provided to Garden River First Nation upon request.
11. **Termination**
- 11.1. Garden River First Nation reserves the right to terminate the contract with the selected Vendor, in whole or in part, at any time and for any reason, by providing written notice to the Vendor.
- 11.2. In the event of termination, the Vendor shall be compensated for services satisfactorily performed up to the effective date of termination.
12. **Conflict of Interest**
- 12.1. The Vendor must disclose any potential conflicts of interest in their proposal.
- 12.2. If a conflict of interest is discovered after the award of the contract, Garden River First Nation may, at its discretion, terminate the contract and take any other necessary actions.

3.0 Proponent Evaluation Process

The evaluation and selection of a Proponent will happen as a four-stage process, as follows:

- a. Phase 1 – Mandatory Compliance
- b. Phase 2 – Technical Proposal
- c. Phase 3 – Presentations and Demonstrations
- d. Phase 4 – Pricing

The overall scoring will be as follows:

Phase	Points
Phase 1 – Mandatory Compliance	No points – Pass/Fail only
Phase 2 – Technical Proposal	30 points
Phase 3 – Presentations and Demonstrations	45 points



Phase 4 – Pricing	25 points
Total	100 points

3.1 Compliant and Innovative Solutions

In addition to submitting a fully conforming Proposal that complies with all mandatory requirements, Proponents are encouraged to demonstrate innovation through unique abilities, features, functions, or services.

3.2 Phase 1 – Mandatory Compliance

All Proposals will be reviewed for completeness and compliance. Subject to the terms of this RFP, any Proposals that do not meet the mandatory requirements, either through failure-to-meet or omission, in any material respect, will be deemed noncompliant and will not be evaluated further. Proposals deemed to meet the mandatory response requirements will proceed to Phase 2 evaluation.

3.3 Phase 2 – Technical Proposal

In Phase 2 of the Proponent evaluation process, each Proponent's Proposal will be reviewed by the Evaluation Committee based on a set of technical evaluation criteria and scored accordingly. The weighting of the scoring of the proposals will be as follows:

Section	Max Score
About the Vendor	1
Understanding of the Challenge	2
Methodology	2
Proposed Solution	4
Project Management, Plan, and Timeline	4
Vendor Qualifications	2
References (no points)	0
Value Added Services (no points)	0
Functional Requirements (desirable)	5
Capability Requirements (desirable)	5
Technical Requirements (desirable)	2
Integration Requirements (desirable)	2
Other Requirements (desirable)	1
Total	30

Reference Checks and Other Verifications

Proponents will provide references as set out in the Response Requirements. Proponents should be prepared for checks with those references. Garden River First Nation reserves the right to check references other than those provided by any Proponent, and to verify with any Proponent or with any third party any information set out in a Proponent's Proposal. Garden River First Nation may contact the references and others to confirm the details of the implementation of products and services similar to the Deliverables contemplated by this RFP.

Although no specific points are assigned to references, information provided by references and other Persons may be used by Garden River First Nation to gain insight in connection with the evaluation process to be carried out by Garden River First Nation as part of Phase 2 and Phase 3 and for assessing the credibility of the Proposals to which they relate. At Garden River First Nation's sole discretion, Garden River First Nation may decide to shortlist the number of vendors after Phases 2 and 3, with the low-scoring vendors simply disqualified from further consideration.



3.4 Phase 3 – Presentations and Demonstrations

Phase 3 of the evaluation process will involve inviting shortlisted Proponents to present and demonstrate their solutions to a panel of subject matter experts, stakeholders, and decision makers at Garden River First Nation to gain additional understanding regarding their Proposals. This will include:

- Presentations from the Proponent highlighting the key advantages of its Proposal. Presentations to be conducted and the terms and manner of the presentations are set forth in the section below.
- A reference check and interview with former clients of the Proponents as described in the section below.
- Interactive demonstrations to be conducted by representatives of the Proponent, who will work with Garden River First Nation's expert users to show how the Deliverables proposed to be provided by the Proponent work – this may include the running of scripted scenarios or use cases, as further described in the section below.

Once the interactive demonstrations are complete, points will be awarded to each Proposal to which this Phase 3 applies. The score breakdown for Phase 3 will be as follows:

Section	Max Score
Vendor Presentation	10
Reference Checks	10
Scenarios and Demonstrations	25
Total	45

Proponent Presentation

Proponents selected, based on the scores awarded in Phase 2, to move on to Phase 3 of the evaluation process will be invited to present their Proposal. The Proposal will be presented at a site of Garden River First Nation's choosing in or near Garden River First Nation or virtually through a mutually agreed to platform. (Garden River First Nation will not, in any way, be responsible for any Proponent cost incurred).

The agendas and content for these meetings will be at the discretion of the Proponent but are expected to include details of the Proponent's proposed Deliverables as relevant to the requirements of Garden River First Nation, the manner in which the Proponent would perform the services, and specifics about the implementation team.

A Question and Answer session should be scheduled at the end of the Proponent's presentation. The Proponent should use its discretion as to which of its representatives attend the presentation; however, Garden River First Nation requires that key implementation project team members will be present at this meeting.

Further, Garden River First Nation decision makers must be present at the Proponent presentation, unless extreme and unforeseen circumstances of a personal nature affecting that individual make their presence impossible. Proponents are not expected or permitted to provide information about the pricing of Deliverables in the course of any such presentation.

References

Demonstrate a proven track record for success in projects similar to the Project with organizations similar to Garden River First Nation. Provide a description of up to three previous projects similar in size and scope to the Project described in this RFP. Preference is for at least one example from Indigenous Communities or Northern Ontario.



Scenarios and Demonstrations

In order to demonstrate both the functionality and usability of their proposed Deliverables, the Proponents will be asked to run through specific usage scenarios. These scenarios will cover a variety of typical security-based tasks. The scenario run-throughs will:

- Take place at a site of Garden River First Nation's choosing in or near Garden River First Nation, or virtually through a mutually agreed to platform. Garden River First Nation will not, in any way, be responsible for any Proponent cost incurred.
- Be executed by key members of the Proponent's implementation team.
- Be attended by Garden River First Nation's operational and management employees, and/or hired consultants.
- Cover a broad range of functional and cross-functional tasks.
- Provide Garden River First Nation with a hands-on understanding of the Proponent's system.

3.5 Phase 4 – Pricing

Following the completion of Phase 3, Phase 4 of the evaluation process will involve reviewing the cost of the Deliverables proposed to be provided by the Proponent based on the pricing information set out in the Proponent's Proposal and from the perspective of Total Cost of Ownership for the expected life of the Proponent's proposed Managed Security Service.

Proponent Proposals will be normalized, and Proponents will be awarded points based on 25% of the total evaluation score. The evaluation may include a comparison of the proposed pricing against the budget, market rates, and the value provided by the proposed solution. The pricing proposal will be evaluated alongside the technical proposal.

The evaluation criteria and their weights will be communicated to the proponents in advance to ensure a fair and transparent evaluation process. The organization reserves the right to modify the evaluation criteria and the weighting if necessary, and to reject any or all proposals without giving any reason. The decision of the organization will be final and binding.

3.6 Final Scoring

Final scoring of the Proponent submissions will be based on the combined scores achieved in Phases 2, 3, and 4.

3.7 Other Evaluation Considerations

At any stage during the evaluation process, Garden River First Nation may:

- Request further clarification on any aspect of the Proponent's response.
- Request a Proponent to supply additional information to support its response.
- Complete a statement of requirements supplementary to this RFP as a result of matters raised by the evaluation or subsequent reference checks.
- Exclude any Proposals which Garden River First Nation determines in its discretion to be incomplete or noncompliant with any mandatory requirements of this RFP.



3.8 Timetable

The RFP process timetable is as follows:

Event	Date
RFP Issue Date	July 26, 2024
Deadline for Proponent Questions	August 16, 2024, 4:00pm, EST
Proposal Submission Deadline	August 23, 2024, 4:00pm, EST
Proponent Shortlist Announcement	September 9, 2024
Proponent Presentations & Demonstrations	September 16 & 17, 2024
Proponent's Reference Checks	September 18 & 19, 2024
Selection of Proponent	September 25, 2024
Notification Date Selected Proponent	September 27, 2024

Note: Garden River First Nation intends to adhere to this timetable but realizes that delays may occur. Garden River First Nation reserves the right to amend any of the dates set forth above. The Proponent must be able to accommodate changes to the schedule.

3.9 Form of Submission – Two Parts

Proponent *must* submit any Proposal in **two separate volumes**.

- **Volume I – TECHNICAL PROPOSAL**
 - The Technical Proposal **shall not contain** pricing nor financial data. The inclusion of any pricing or financial data within Volume I – Technical Proposal may render the Proponent's Proposal invalid.
- **Volume II – FINANCIAL PROPOSAL**
 - This volume will contain the detailed pricing outlined in the Proposal Requirements.

Instructions on how Proponents are to prepare and submit the contents of these two Proposal Volumes are provided in **Section 8**. Only Volume II is to contain the financial information.

When submitting their Proposal, the Proponent should include:

1. Their original Proposal (Volume I – Technical and Volume II – Financial) in **hard copy format two-sided, marked "Original,"** and include two (2) **additional copies**.
2. An **electronic version (submitted by email or on Memory Stick)** in searchable PDF format of the entire Proposal comprising the "Original" of the Proponent's Proposal.

If there are any differences between the hard copy and the electronic copy, **the hard copy marked "Original" will prevail.**

Each sealed package must bear the RFP number and name of the Proponent, the volume number (I or II), as per enclosed seal.

Proposals must be written in English or the agreed upon language.

Each Proponent is solely responsible for ensuring that its Proposal is received at the location specified below and that they receive a delivery receipt:

Mike Olejnik
46°North Consulting
12 Cody Point Court
Sault Ste. Marie, ON P6B 6L8



The Proponent's Proposal(s) must be received by Garden River First Nation **at or before the Proposal Submission Deadline.** Receipt of each Proposal will be confirmed by Garden River First Nation located at the above address only. Garden River First Nation is not responsible for any submission received after the stated Proposal Submission Deadline and will not consider any such submission.

Failure to address envelopes exactly as indicated may result in delayed delivery and rejection of the submission. Any Proposal not received at the location specified above or before the Proposal Submission Deadline will be returned and will not be considered. The Proponent will be solely responsible for any late delivery as a result of the use of any courier delivery or postal service.



4.0 Garden River First Nation Background

4.1 Garden River First Nation Background

The Garden River First Nation Reserve was created in 1850 with the signing of the Robinson-Treaty. Before that date however, Garden River did exist.

The Ojibway-Chippewa-Algonquin people controlled a vast area of land stretching from the Atlantic Coast to the foot hills of the Rocky Mountains.

Little is known about the Band before non-Indigenous people came into the area and began recording events. In the Ojibway tradition, your history was as old as the eldest member of the Band. The recorded history of Garden River begins, or seems to, with Shingwaukonce and carries on through his two sons, Augustine and Buhgujenene, to the present day.

Today, Garden River First Nation is governed by a Council consisting of a Chief and twelve Councillors – a maximum under the Indian Act. Each Councillor is appointed to and is responsible for a portfolio(s). A General Council meeting is held monthly along with regular working meetings every week to oversee administrative matters. The Council is elected bi-annually, an election system under the Indian Act.

4.2 Project Overview

This project is being undertaken to enhance the information security and cybersecurity stance of Garden River First Nation. Implemented systems and technologies will serve to augment, replace, and monitor existing practices where appropriate. Garden River First Nation is looking for a partner to provide first class security detection and response services.

4.3 Objectives

1. Enhanced Security Posture

- Improve the overall security measures to protect against cyber threats and vulnerabilities.
- Implement proactive security monitoring and incident response capabilities.
- Ensure continuous protection and quick recovery from security incidents.

2. Cost Efficiency

- Optimize security-related expenditures by leveraging the expertise and infrastructure of an MSSP.
- Reduce the costs associated with maintaining an in-house security team and infrastructure.

3. Access to Expertise

- Gain access to a team of experienced security professionals with specialized knowledge in various areas of cybersecurity.
- Leverage the latest threat intelligence and best practices in the industry.

4. Regulatory Compliance

- Ensure compliance with relevant regulations and standards, and other industry-specific requirements.
- Regularly audit and assess compliance status to mitigate legal and regulatory risks.



5. 24/7 Monitoring and Support

- Establish around-the-clock monitoring of network traffic, systems, and endpoints for potential security threats.
- Provide continuous support and rapid response to security incidents, minimizing downtime and damage.

6. Risk Management

- Identify, assess, and prioritize security risks to implement effective mitigation strategies.
- Develop and maintain a comprehensive risk management plan tailored to the organization's specific needs.

7. Improved Incident Response

- Develop and implement a robust incident response plan to quickly address and mitigate the impact of security incidents.
- Conduct regular incident response drills and updates to ensure preparedness.

8. Scalability and Flexibility

- Ensure the security services can scale with the growth of Garden River First Nation and adapt to changing security needs.
- Provide flexible solutions that can integrate with existing IT infrastructure and future technology investments.

9. Security Awareness and Training

- Enhance the security awareness of employees through regular training and education programs.
- Foster a culture of security within the organization to reduce human-related security risks.

10. Comprehensive Reporting and Analytics

- Provide detailed and actionable security reports and analytics to support informed decision-making.
- Ensure transparency and accountability in security operations through regular reporting.

11. Business Continuity and Disaster Recovery

- Develop and implement robust business continuity and disaster recovery plans to ensure resilience against security incidents.
- Minimize the impact of potential disruptions on business operations.

12. Innovation and Continuous Improvement

- Encourage continuous improvement and innovation in security practices to stay ahead of emerging threats.
- Regularly review and update security policies, procedures, and technologies.

4.4 Guiding Principles

The Anishinabek people and Garden River First Nation conduct themselves with the Seven Grandfather Teachings as a guide. The RFP process will be conducted with these principles in mind. In addition to the Seven Grandfather Teachings, the following principles are to be considered.



1. **Integrity and Trust**
 - Prioritize ethical conduct and transparency in all interactions.
 - Ensure that the Proponent demonstrates honesty and reliability in their services.
2. **Respect for Cultural Values**
 - Acknowledge and respect the cultural heritage and values of Garden River First Nation.
 - Ensure that security measures are implemented in a manner that is culturally sensitive and appropriate.
3. **Collaboration and Partnership**
 - Foster a collaborative relationship between Garden River First Nation and the Proponent.
 - Encourage open communication, mutual respect, and teamwork to achieve shared security goals.
4. **Excellence and Quality**
 - Strive for the highest standards of quality and excellence in all security services.
 - Ensure that the Proponent has a proven track record of delivering exceptional security solutions.
5. **Innovation and Adaptability**
 - Embrace innovative approaches and technologies to stay ahead of emerging cyber threats.
 - Ensure that the Proponent is flexible and adaptable to the evolving security landscape and the specific needs of Garden River First Nation.
6. **Proactivity and Prevention**
 - Prioritize proactive measures to prevent security incidents before they occur.
 - Focus on continuous monitoring, threat intelligence, and early detection to mitigate risks.
7. **Responsiveness and Reliability**
 - Ensure timely and effective responses to security incidents and issues.
 - The Proponent should demonstrate reliability and consistency in their services.
8. **Confidentiality and Privacy**
 - Protect the confidentiality and privacy of Garden River First Nation's data and information.
 - Ensure compliance with all relevant privacy regulations and best practices.
9. **Compliance and Accountability**
 - Ensure adherence to all applicable laws, regulations, and industry standards.
 - Hold the Proponent accountable for their performance and the security of Garden River First Nation's information assets.
10. **Empowerment and Education**
 - Promote security awareness and education among Garden River First Nation's employees.
 - The Proponent should provide resources and training to empower staff to recognize and respond to security threats.
11. **Sustainability and Resilience**
 - Ensure that security solutions are sustainable and contribute to the long-term resilience of Garden River First Nation.
 - Focus on building robust security frameworks that can withstand and recover from disruptions.
12. **Community-Centric Approach**
 - Consider the impact of security measures on the wider community.
 - Ensure that the Proponent is committed to supporting the well-being and security of Garden River First Nation as a whole.



5.0 Technical Environment

5.1 Current State

Servers

- A mix of 5 physical servers and 14 virtual servers
- Each physical server is in a different physical location

Wide Area Network

- Currently using a 750MB connection from Shaw
- Upgrading soon to 1.5GB pipe

Backup Architecture

- Basic backup to onsite and replicated offsite

Disaster Recovery Strategy

- Minimal and contained to restoration of backups

Security and Performance Monitoring

- Minimal and inconsistent

Endpoints

- 222 endpoints with a mix of desktops and laptops
- Majority of devices are on Windows 11 and the remainder are on Windows 10

Local Area Network

- Majority of devices are Meraki with some Ubiquiti devices

Applications

- Specialized software for finance, accounting, education, and case management

5.2 The Future of Garden River First Nation's Cyber and Information Security

1. Robust Cybersecurity Framework

- Implement a well-defined and comprehensive cybersecurity framework that aligns with industry standards (e.g., NIST, ISO 27001).
- Ensure that all security policies, procedures, and controls are documented, regularly updated, and adhered to.

2. Proactive Threat Detection and Response

- Utilize advanced threat detection technologies, such as SIEM (Security Information and Event Management), to monitor and analyze security events in real-time.
- Establish a proactive incident response team capable of quickly identifying, containing, and mitigating security incidents.

3. Enhanced Network Security



- Implement strong network security measures, including firewalls, intrusion detection/prevention systems (IDS/IPS), and secure VPNs.
 - Regularly perform network vulnerability assessments and penetration testing to identify and address security weaknesses.
4. **Endpoint Protection**
 - Deploy advanced endpoint protection solutions, including antivirus, anti-malware, and endpoint detection and response (EDR) tools, across all devices.
 - Ensure regular updates and patch management for all endpoint devices to protect against vulnerabilities.
 5. **Data Security and Privacy**
 - Implement robust data encryption and access control measures to protect sensitive information.
 - Ensure compliance with relevant data privacy regulations and standards, such as GDPR and PIPEDA.
 6. **User Awareness and Training**
 - Conduct regular security awareness training for all employees and community members to foster a culture of security.
 - Provide ongoing education on recognizing and responding to common security threats, such as phishing and social engineering attacks.
 7. **Comprehensive Risk Management**
 - Develop and maintain a comprehensive risk management program that identifies, assesses, and mitigates security risks.
 - Regularly review and update risk management strategies to adapt to evolving threats and changes in the environment.
 8. **Business Continuity and Disaster Recovery**
 - Establish and regularly test business continuity and disaster recovery plans to ensure rapid recovery from security incidents and other disruptions.
 - Ensure that critical systems and data are backed up and can be restored quickly in the event of an incident.
 9. **Compliance and Governance**
 - Ensure continuous compliance with all relevant legal, regulatory, and industry-specific requirements.
 - Implement a strong governance framework to oversee and enforce security policies and practices.
 10. **Advanced Threat Intelligence**
 - Leverage threat intelligence feeds and services to stay informed about emerging threats and vulnerabilities.
 - Integrate threat intelligence into security operations to enhance proactive threat detection and response.
 11. **Secure IT Infrastructure**
 - Design and maintain a secure IT infrastructure that supports the organization's needs while minimizing security risks.
 - Implement best practices for cloud security, network segmentation, and secure system configurations.
 12. **Third-Party Security Management**
 - Ensure that all third-party vendors and service providers comply with Garden River First Nation's security requirements.
 - Regularly assess the security posture of third-party partners and manage any associated risks.
 13. **Community Engagement and Support**
 - Foster a sense of collective responsibility for security within the community.



- Engage with community members to understand their security concerns and provide support and resources to address them.

14. **Continuous Improvement**

- Establish a culture of continuous improvement in security practices and technologies.
- Regularly review and update security strategies, policies, and technologies to stay ahead of evolving threats.

5.3 Solution Parameters

The Managed Security Service to be proposed by any Proponent must consider the following parameters in Garden River First Nation's technical environment:

- Windows is the preferred operating system
- Compatibility with a mix of physical and virtual devices running Windows
- Bandwidth considerations given current 750MB data connection
- 365x7x24 availability and coverage
- Application of upgrades/patches/backups without significant impact to the production environment
- Minimal technical staff onsite
- Solution should be able to work with Cisco Meraki and Ubiquiti network equipment

The Proponent should describe how they will meet the above parameters.



6.0 Required Products and Services

The purpose of this RFP is to procure a Managed Security Service. In order to accomplish this successfully, a complete set of products and services is required and must be delivered by the Vendor. These include:

Products

1. **Security Information and Event Management (SIEM)**
 - Real-time monitoring and analysis of security events across the network.
 - Correlation and alerting on suspicious activities and potential threats.
2. **Endpoint Protection Platform (EPP)**
 - Antivirus, anti-malware, and anti-ransomware solutions.
 - Endpoint Detection and Response (EDR) capabilities.
3. **Intrusion Detection and Prevention Systems (IDS/IPS)**
 - Real-time detection and prevention of network intrusions.
 - Automated response to identified threats.
4. **Virtual Private Network (VPN) Solutions**
 - Secure remote access for employees and authorized personnel.
 - Encryption and authentication mechanisms.
5. **Data Loss Prevention (DLP) Solutions**
 - Monitoring and protection of sensitive data.
 - Preventing unauthorized data transfers and leaks.
6. **Identity and Access Management (IAM)**
 - Multi-factor authentication (MFA) and single sign-on (SSO).
 - Role-based access control (RBAC) and user provisioning.
7. **Cloud Security Solutions**
 - Security tools and services tailored for cloud environments.
 - Cloud access security brokers (CASB) and cloud workload protection.
8. **Encryption Solutions**
 - Data encryption for both at-rest and in-transit data.
 - Key management systems.



Services

1. 24/7 Security Monitoring and Operations

- Continuous monitoring of network traffic, systems, and endpoints.
- Security operations center (SOC) services with incident detection and response.

2. Incident Response and Management

- Rapid response to security incidents, including containment, eradication, and recovery.
- Incident investigation and root cause analysis.

3. Vulnerability Management

- Regular scanning for vulnerabilities across the network and systems.
- Prioritization and remediation guidance for identified vulnerabilities.

4. Threat Intelligence

- Continuous updates on emerging threats and vulnerabilities.
- Integration of threat intelligence into security operations.

5. Security Awareness Training

- Regular training programs for employees and community members.
- Simulated phishing campaigns and other educational activities.

6. Compliance and Regulatory Services

- Assistance with achieving and maintaining compliance with relevant regulations (e.g., GDPR, HIPAA).
- Regular audits and assessments to ensure compliance.

7. Security Assessment and Penetration Testing

- Comprehensive security assessments to identify weaknesses.
- Penetration testing to evaluate the effectiveness of security controls.

8. Business Continuity and Disaster Recovery Planning

- Development and testing of business continuity and disaster recovery plans.
- Ensuring rapid recovery of critical systems and data.

9. Security Architecture and Design

- Designing and implementing secure IT infrastructure and systems.
- Advising on best practices for network and application security.

10. Managed Detection and Response (MDR)

- Advanced threat detection and response services.
- Proactive hunting for threats within the environment.

11. Policy Development and Management



- Assistance with creating and maintaining security policies and procedures.
- Regular reviews and updates to ensure policies remain effective.

12. Risk Management and Advisory Services

- Identifying, assessing, and managing security risks.
- Strategic advisory services to enhance the overall security posture.

Additional Services (Optional)

1. Forensic Analysis

- Detailed forensic analysis in the event of a security breach.
- Collection and preservation of evidence for legal or investigative purposes.

2. Security Program Development

- Assistance with developing a comprehensive security program.
- Long-term planning and strategy for continuous security improvement.

3. Third-Party Risk Management

- Assessing and managing the security risks associated with third-party vendors.
- Ensuring third-party compliance with security standards.

4. Next-Generation Firewalls (NGFW)

- Secure Access Service Edge (SASE).
- Application-level monitoring and control.



7.0 Pricing

7.1 Response Requirements

Garden River First Nation proposes to purchase the Deliverables required to meet the requirements set out in this RFP. Cost information about the Deliverables proposed to be provided by the Proponent should be captured in the completed proposal.

7.2 General Pricing Requirements

If the Proponent becomes the Selected Proponent, Garden River First Nation expects that the pricing set out in the Proponent's Proposal will remain valid during the Timeframe for Negotiations and continuing until the execution of the Agreement. Proponents are advised that any request for modifications to the pricing made by the Proponent during this period may constitute a withdrawal by the Proponent of its Proposal.

Respondents must describe in detail all their assumptions in developing Garden River First Nation's pricing and the impact on pricing if assumptions are not valid. The inclusion of any assumptions, constraints, or caveats as part of the Proponent's pricing may result in the disqualification of a Proposal or a lower number of points being awarded to the Proponent's Proposal.

7.3 Currency

All pricing is to be quoted in CAD. All transactions will be conducted in CAD. Reasons for not being able to quote in CAD must be noted.

7.4 Warranty

The pricing proposed by the Proponent must include a warranty, Service Level Agreements, and/or Service Level Objectives as described in the Sample Form of Agreement. The prices for any additional warranty proposed to be provided by the Proponent must be included in the Proponent's Proposal.

7.5 Maintenance

The proponent must provide clear and detailed information about any ongoing maintenance and support services, as well as the expectations, requirements, and full pricing for these services.

7.6 Support

The support services that the organization requires from the Proponent for the products and services being procured must include type of support services, support schedule, support procedures, support staff qualifications, service level agreements (SLAs), performance metrics, and pricing.

7.7 Professional Services

The proponent must provide any other information about the services required in order to support the implementation, customization, and integration of the products and services being procured.



7.8 Additional Value-Added Services

The proponent will include any optional value added-services that it sees as applicable to Garden River First Nation. These value-added services will be listed as separate costs.



8.0 Respondent Response Requirements

The content of the Respondent's response to this RFP **must** address the information outlined in the following Schedules. Respondents must adhere to the format provided in each schedule. Any modification to the format may result in the Respondent being disqualified from this proposal process.

Response Template

1. Executive Summary
 - a. Provide a brief summary of your proposal, including key highlights and why your company is the best fit for this project.
2. Company Information
 - a. Company Name
 - b. Address
 - c. Contact Information (Primary Contact Name, Email, Phone)
 - d. Overview of the Company (History, Mission, Vision)
 - e. Relevant Certifications (e.g., ISO 27001, SOC 2)
 - f. Financial Stability and Background
3. Experience and Expertise
 - a. Overview of experience in providing managed security services.
 - b. Case studies or examples of similar projects.
 - c. References (Include contact information for at least three relevant references).
4. Proposed Solution
 - a. Detailed description of the proposed managed security services.
 - b. Description of the security technologies and tools to be used (e.g., XDR, SIEM, EPP, NGFW).
 - c. Methodology and approach to threat detection and incident response.
 - d. Service delivery model (e.g., on-site, remote, hybrid).
5. Project Team
 - a. Profiles and resumes of key personnel who will be involved in the project.
 - b. Roles and responsibilities of each team member.
6. Implementation Plan
 - a. Detailed implementation plan, including phases and timelines.
 - b. Key milestones and deliverables.
 - c. Risk management and mitigation strategies.
7. Security Monitoring and Incident Response
 - a. Description of 24/7 security monitoring capabilities.
 - b. Incident response process and procedures.
 - c. Threat intelligence integration and proactive threat hunting.
8. Compliance and Governance
 - a. Approach to ensuring compliance with relevant regulations and standards (e.g., GDPR, HIPAA).
 - b. Governance framework and policies.
9. Training and Awareness
 - a. Details of security awareness training programs.
 - b. Frequency and format of training sessions.
 - c. Customization options for training content.
10. Reporting and Analytics
 - a. Examples of security reports and dashboards.
 - b. Frequency and format of regular reporting.
 - c. Customization options for reporting.
11. Value-Added Service
 - a. Description of any additional value-added services provided (e.g., threat hunting, forensic analysis, threat intelligence).
 - b. Benefits of these additional services to Garden River First Nation.
12. Scenarios



- a. Describe the specific usage scenarios to be demonstrated by the proponent as described in the aforementioned section.
- 13. Pricing (ONLY INCLUDED IN VOLUME II OF THE SUBMISSION)**
 - a. Detailed pricing breakdown for all proposed services.
 - b. Any additional costs (e.g., setup fees, ongoing maintenance).
 - c. Payment terms and conditions.
- 14. Terms and Conditions**
 - a. Acknowledgment and agreement to the terms and conditions outlined in the RFP.
 - b. Any proposed modifications or exceptions to the terms and conditions.
- 15. Additional Information**
 - a. Any additional information that supports your proposal.
 - b. Any assumptions or dependencies.
- 16. Glossary**
 - a. Glossary of terms used throughout the response.

Proponents are advised that any failure to provide the required information on the terms and in the manner set forth above may result in Garden River First Nation determining, in accordance with the section above, that a Proposal has failed to meet the mandatory requirements of this RFP.



9.0 Legal Requirements

The Respondent must indicate in its response, its willingness and ability to enter into the Agreement based on this RFP.