**June 23, 2025**

**Subject: Request for Quote (RFQ) – Infrastructure Management Services**

Dear [Vendor Name / Infrastructure Provider],

RiskExec is currently in the process of a carve-out from Asurity Technologies and is establishing independent operations. To support our growth as a leading provider of compliance analytics software for financial institutions, we are seeking strategic Managed Service Providers (MSPs) to deliver comprehensive infrastructure management services.

We are particularly interested in flexible, modular service offerings allowing RiskExec to select best-in-class solutions across multiple vendors if needed. The ideal partner(s) will understand the nuances of supporting companies in regulated industries, specifically within financial services and SaaS environments.

Please provide a detailed response outlining your firm's capabilities, pricing structure, service levels, and relevant experience. Clearly indicate how your solutions can support our carve-out transition period and future standalone operations.

We welcome your questions. Please refer to the RFQ Schedule section of this document for details on submission timelines and instructions.

Thank you—we look forward to your proposal.

Sincerely,

Erik R. Pieczkowski

Chief Executive Officer

M: 630.803.7133

epieczkowski@riskexec.com

# Request for Quote (RFQ) – Infrastructure Management Services

June 25, 2025

## RFQ Schedule

Please adhere to the following Schedule

|  |  |
| --- | --- |
| Milestone | Date |
| RFQ Issued | June 25, 2025 |
| Deadline for Vendor Questions | July 7, 2025 (Monday) |
| Responses to Vendor Questions | July 10, 2025 (Thursday) |
| Proposal Submission Deadline | July 22, 2025 (Tuesday) |
| Vendor Shortlist / Final Selection | Early August 2025 |

*RiskExec reserves the right to adjust this schedule as necessary and will provide written notification to all participants of any changes.*

## Scope of Services

RiskExec seeks qualified Managed Service Providers (MSPs) to deliver comprehensive infrastructure management and support services. Services should be provided flexibly, allowing RiskExec the option to source select services from different providers as needed.

Proposals must address one or more of the following service categories:

### Cloud & Infrastructure Management

* Azure tenant administration across RiskExec-specific environments
* Azure cost optimization and billing transparency
* DNS and SSL certificate lifecycle management (ClouDNS, DNSMadeEasy, SSLS.com)
* Backup, disaster recovery (DR), and incident response processes

### Identity & Access Management

* Azure Active Directory (Entra ID) administration (including user provisioning, multi-factor authentication, role-based access controls)
* Application single sign-on (SSO) configuration and integration (Rippling, 1Password)
* Endpoint device posture management, conditional access policies, and Mobile Device Management (MDM) support

### Security Monitoring & Response

* Managed detection and response (MDR), extended detection and response (XDR), and endpoint detection and response (EDR) via Sophos
* Data loss prevention (DLP) and sensitive data monitoring (Nightfall AI, Sophos Cloud Optix)
* Regular phishing simulation and security awareness training
* Security incident response and 24x7 alerting and escalation processes

### Patch & Endpoint Management

* Endpoint patch management leveraging Action1 (or similar tools)
* Regular patch compliance reporting and vulnerability management
* Endpoint software deployment, auditing, and inventory management

### Monitoring & Observability

* Infrastructure uptime and availability monitoring
* Centralized log aggregation, monitoring, and alerting

### Software License & Application Administration

* Comprehensive license management for core software tools including Microsoft Office 365, JetBrains, Atlassian tools (Jira, Confluence, Bitbucket), QuickBooks, Adobe Pro, Slack Enterprise, Zendesk, Qase, Sonatype Nexus, and others
* Proactive license usage tracking, renewal planning, and optimization

### Helpdesk & End-User Support

* End-user helpdesk and technical support services (Tier 1–3)
* User onboarding/offboarding processes, hardware provisioning coordination, and asset lifecycle management (e.g., Dell leasing)
* Google Workspace (Gmail, Calendar, Drive) and collaboration tool support (Slack, Zoom)

### Compliance Support (SOC 2 & Vendor Due Diligence)

* Documentation preparation and support for SOC 2 Type 2 compliance audits
* Assistance responding to client/vendor security questionnaires and third-party audits
* Ongoing compliance monitoring, vulnerability scanning, and risk assessments

### TSA Exit & Migration Projects

* Coordination and execution of migration projects required to exit existing Transition Services Agreements (TSA)

### Optional Add-on Services

Providers may include optional additional services or capabilities, such as:

* Virtual Chief Information Security Officer (vCISO)
* Dark web monitoring
* Advanced vulnerability scanning

### Vendor Instructions: Please indicate clearly which service categories your proposal covers. Include detailed service descriptions, any assumptions or prerequisites, and reference these clearly in your pricing breakdown.

## Requirements and Deliverables

Vendors must provide detailed responses addressing the following requirements. Clearly indicate any assumptions, exclusions, or preconditions necessary for successful delivery.

### Company Overview

* Brief introduction of your company
* Experience supporting companies undergoing carve-outs or similar transitions
* Relevant experience with regulated industries, particularly financial services and SaaS platforms

### Service Delivery Model

* Description of your proposed service delivery approach (e.g., dedicated team, shared support)
* Detailed Service Level Agreements (SLAs), clearly defined response and resolution times for critical and non-critical issues
* Availability of support resources (business hours vs. 24x7)

### Technical Documentation

* Example(s) of documentation provided to clients, including but not limited to:
  + Infrastructure diagrams (logical, physical)
  + Environment summaries
  + Security reports and dashboards
  + Endpoint inventories
  + Sample compliance reporting (SOC 2, vendor due diligence responses)

### Security and Compliance

* Evidence of security certifications held by your organization (e.g., SOC 2 Type 2, ISO 27001)
* Security management processes and policies overview (incident response, patch management, vulnerability management)
* Data protection and privacy policies summary

### Transition and Onboarding Plan

* Proposed transition and onboarding plan and timeline, assuming August–September 2025 start
* Approach to knowledge transfer from incumbent provider (Asurity) and related documentation practices
* Defined roles and responsibilities for a successful migration to your services

### Pricing Proposal

* Complete pricing breakdown using the template provided in the **RFQ Pricing Breakdown** section
* Clear indication of any one-time setup fees, recurring monthly fees, project-based fees, and optional add-ons

### References

* At least three relevant client references
* Briefly describe the scope of services provided and the length of your relationship with each reference
* Contact details including email and phone number for reference checks

#### Important: Responses must be concise, clear, and aligned to each requirement above. Provide references to supporting materials or documentation where necessary.

## RFQ Pricing Breakdown

Vendors must clearly detail their pricing structure using the template provided below. Please indicate your pricing model (per-user, per-device, per-service, or flat monthly fee) in each applicable category. Include any assumptions or additional clarifications required for accurate pricing.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Service Category | Service Scope | Pricing Model | Monthly Fee | One-Time or Project Fee | Notes/Assumptions |
| Cloud & Infrastructure Management | Azure tenant admin, backup/DR, DNS, SSL management |  | $ | $ |  |
| Identity & Access Management | Azure AD, provisioning, SSO, MFA |  | $ | $ |  |
| Security Monitoring & Response | MDR/XDR (Sophos), Cloud Optix, Phishing simulations |  | $ | $ |  |
| Patch & Endpoint Management | Endpoint patching (Action1 or similar) |  | $ | $ |  |
| Monitoring & Observability | Uptime monitoring, API monitoring, Log aggregation |  | $ | $ |  |
| Software License & App Admin | License management (O365, JetBrains, Atlassian, QuickBooks, etc.) |  | $ | $ |  |
| Helpdesk & User Support | End-user helpdesk, onboarding/offboarding |  | $ | $ | Indicate hours (8x5, 24x7, etc.) |
| Hardware Lifecycle Support | Procurement, asset tracking, vendor liaison (Dell leasing) |  | $ | $ |  |
| Compliance Support (SOC2) | Audit documentation, compliance monitoring |  | $ | $ |  |
| TSA Exit & Migration Projects | Migration from Asurity TSA (Azure, Splunk, Zendesk) | Project-based | - | $ | Selected MSPs will be provided further details. |
| Optional Add-ons | vCISO, Dark web monitoring, Vulnerability scanning, 24x7 NOC |  | $ | $ | Mark clearly as optional |
| TOTALS | **Total Estimated Monthly Cost:** |  | **$** | **$** |  |

## Evaluation Criteria

RiskExec will evaluate proposals based on the following key criteria:

### Experience and Expertise (25%)

* Demonstrated experience with carve-out transitions, particularly within SaaS environments
* Relevant experience providing infrastructure support in regulated industries, especially financial services
* Vendor reputation, client references, and evidence of successful past engagements

### Service Delivery & Support (20%)

* Clarity and robustness of the proposed service delivery model
* Service Level Agreements (SLAs), including response times and resolution commitments
* Vendor's ability to provide proactive service and respond to critical incidents

### Technical and Security Competence (20%)

* Evidence of technical capabilities, including infrastructure documentation and reporting
* Security certifications held by the vendor (SOC 2 Type 2, ISO 27001, etc.)
* Clearly articulated approach to security, vulnerability management, and compliance

### Pricing Competitiveness and Transparency (20%)

* Competitive pricing clearly detailed and broken down as requested
* Pricing transparency (no hidden fees) and clear communication of assumptions
* Flexibility in service bundling and willingness to provide modular services

### Transition and Onboarding Approach (15%)

* Clarity, completeness, and viability of the vendor’s onboarding and migration plan
* Realistic timelines and proposed responsibilities for RiskExec vs. vendor
* Demonstrated understanding of TSA exit requirements and smooth transition capabilities

**Important:**  
RiskExec reserves the right to award services to a single provider or select multiple providers by category based on the evaluation of responses.

## Additional Context

RiskExec is currently completing its carve-out from Asurity Technologies and anticipates becoming fully operationally independent by late 2025. We are a fast-growing SaaS provider, currently operating with approximately 26 employees.

Key points to consider when formulating your proposal:

* **Company Size & Growth:**  
  RiskExec currently employs approximately 26 individuals. We anticipate continued rapid growth, with increasing customer counts, data volumes, and complexity. Vendor solutions must scale efficiently.
* **Regulatory Environment:**  
  RiskExec supports financial institutions with stringent regulatory requirements (CRA, HMDA, Fair Lending, etc.). Proposed solutions must adhere strictly to high security standards and regulatory compliance expectations (e.g., SOC 2 Type 2).
* **Flexibility & Modularity:**  
  RiskExec intends to select best-in-class providers across multiple service categories. Solutions must be modular, flexible, and capable of seamless integration with other vendors' offerings.
* **Proactive Partnership:**  
  We value strategic, forward-thinking vendors capable of suggesting operational improvements, cost savings, and technology innovations proactively.
* **Transition Considerations:**  
  RiskExec is currently managing an exit from its Transition Services Agreement (TSA) with Asurity. Clearly outline your experience managing similar carve-out transitions and provide realistic onboarding plans.

## Submission Instructions

Vendors must follow the instructions below for proposal submission. Failure to comply may result in your proposal being excluded from consideration.

### Proposal Format

Your proposal should include the following sections clearly marked:

1. **Executive Summary**
2. **Company Overview & Experience**
3. **Detailed Service Scope Response** *(aligned with RFQ Section 2)*
4. **Requirements & Deliverables Response** *(aligned with RFQ Section 3)*
5. **Pricing Proposal** *(aligned with provided RFQ Pricing Breakdown Template)*
6. **References**
7. **Additional Supporting Documentation** *(Optional; clearly labeled)*

### Submission Deadline & Method

* **Proposal Submission Deadline:**  
  **Tuesday, July 22, 2025 by 5:00 PM Eastern Time**
* **Delivery Method:**  
  Submit your proposal electronically via email as a PDF or Word document to:

**Darcey Bennett**

**Chief of Staff**

**dbennett@riskexec.com**

* **Subject line of submission email:**  
  RiskExec Infrastructure RFQ Response – [Your Company Name]

### Vendor Questions & Clarifications

All questions regarding this RFQ must be submitted via email to **dbennett@riskexec.com**

no later than **Monday, July 7, 2025** (refer to the **RFQ Schedule**).

RiskExec will respond to all vendor questions in writing by **Thursday, July 10, 2025**, and share responses with all participating vendors.

### Additional Guidelines

* Ensure responses are concise, relevant, and complete.
* Pricing proposals must clearly indicate recurring and one-time fees, assumptions, and optional services.
* Proposals must remain valid for at least 90 days after submission deadline.
* RiskExec reserves the right to:
* Select multiple vendors by service category.
* Request additional information or clarification from vendors.
* Modify, suspend, or cancel this RFQ at any time.