

# REQUEST FOR PROPOSALS

The Central Transit Authority(CTA) is soliciting proposals from qualified sources to provide the following Services:

**1. Consulting Services:** The Central Transit Authority is seeking firms to assist in implementing the City Transit Authority's cybersecurity roadmap and enhance its security program. Areas of focus may include IT procurement and supply chain management, data privacy, data classification, asset management, and incident response planning and training.

**2. Staff Augmentation Services:** The City Transit Authority is seeking to partner with staffing firms that can find qualified skills sets to offset our current cybersecurity staffing needs. Those positions include but are not limited to one or more of the following roles: Security Engineer, Microsoft 365 Security Engineer, and Security Analyst, consulting roles applicable to roadmap projects.

**3. Cybersecurity Incident Response Services:** The City Transit Authority is requesting proposals for cybersecurity incident response and forensic support services to augment our Cybersecurity team to investigate incidents that may involve compromises of data integrity, availability, confidentiality, reputation; also assist in responding, eradicating, containing, and providing guidance to The City Transit Authority on how to remediate at various situations.

The City Transit Authority will assess the proposals presented and determine the best one or multiple services that meet our current capabilities and strategy for addressing our cybersecurity challenges.

## **Consulting Service Requirements:**

Firms that propose their consulting services should provide the following:

• Provide references, projects, or case-studies where the vendor assisted their customers implement or improve the adoption of the NIST Cybersecurity, Risk Management, or NIST SP 800-53 Rev. 5 frameworks to improve an organization's overall cyber security posture. Ideally, the vendor would demonstrate how they improved the organizations maturity in any of the following objectives:

- 3rd party, supply chain, or vendor management program
- Implementing and training the organization on their Cybersecurity Incident Response plan and procedures
- Playbook Development: Develop customized playbooks for the following incident types: ransomware attacks, business email compromise, and stolen credentials.
- Presentation-Style Exercise

- Facilitate a presentation-style exercise for our IT staff to practice the implementation of the IR plan (Walk Phase).
- This exercise should simulate a realistic cybersecurity incident scenario and allow our IT staff to demonstrate their response capabilities.
  - o Enhance and implement an information security and risk management programs
  - o Evaluate and improve the organization's overall cybersecurity program including conducting a NIST CSF version 1.1 maturity assessment.
- Provide an overview of the vendor's standard approach with other client engagements to manage and implement project deliverables (on time and on budget).
- Provide an overview of the skill sets and capabilities that the vendor team will be able to make available for various types of cybersecurity-related projects.
- Provide examples of what has worked well and opportunities that make your consulting engagements successful.
- Share process improvements and documentation the vendor has worked to complete with other client engagements as examples for what The City Transit Authority should expect before, during and after the project has been completed. The expectation is this will show more than how the project was delivered and should include example project deliverables for review.

### **Staff Augmentation Requirements**

1. A The City Transit Authority representative will contact the Contractor to place an order stating the position required, typical job duties, The City Transit Authority contact person and/or supervisor to whom the temporary employee will report, starting date, starting time, and the approximate length of employment.
2. The Contractor will:
  - a. Respond to all requests for temporary employees within 2 business days from the time a request is received.
  - b. Locate, pre-screen and recommend supplemental personnel based on the criteria defined by The City Transit Authority.
  - c. Scan/e-mail the resumes of qualified applicants to The City Transit Authority for review prior to interview.

- d. Assist in the scheduling of interviews with qualified applicants. Perform the scheduling of temporary personnel for those dates and times as requested by The City Transit Authority.
  - e. Provide references, background check, and drug test for temporary personnel before placement.
  - f. Ensure that any temporary employee assigned by the Contractor reports to work at the specified The City Transit Authority facility at the correct time and dress for public contact.
3. The City Transit Authority requires that the temporary agency provide test results as requested. Minimum requirements for each position are outlined in the job classifications section of the scope of work.
  4. Itemized timesheets must be attached with each invoice. Time sheets must include the full name of the temporary employee.
  5. Once a temporary employee is assigned to a The City Transit Authority project and their The City Transit Authority supervisor, the temporary employee shall complete the full assignment unless the The City Transit Authority supervisor is not satisfied. The vendor will not reassign a temporary employee to another The City Transit Authority project without the approval of The City Transit Authority's Senior Manager of Cybersecurity. However, any temporary employee found to be unsatisfactory (in the sole opinion of The City Transit Authority) will be immediately replaced.
  6. The vendor will not remove a temporary employee without the prior approval of The City Transit Authority's Senior Manager of Cybersecurity
  7. Temporary personnel may be expected to work up to eight (8) hours per day for the time periods specified. Compensation will be computed in whole and quarter hours. Except as indicated in the job descriptions, The City Transit Authority employees do not take regularly scheduled breaks except for a one-hour unpaid lunch period.
  8. No minimum hour guarantee will be required of The City Transit Authority for any temporary employee assigned to The City Transit Authority.
  9. The Contractor shall agree that no fee or waiting period will be required for any temporary employee to convert to permanent hire.

### **Incident Response Services Requirements**

1. The company must be based in the United States. Additionally, any data pertaining to The City Transit Authority cannot be stored or transmitted outside the continental U.S.

2. The firm must have clear response time objectives outlined in their proposal.
3. The firm must accept and acknowledge The City Transit Authority reporting a potential incident within 4 hours.
4. The firm must assign an expert level response team to act upon a declared incident within 12 hours.
5. Discuss and agree on objectives of each incident/breach to ensure both parties have consensus on what to achieve.
6. Provide incident assessment and response to The City Transit Authority in response to security incident events that may have been caused by internal or external malicious actors or large-scale breaches.
7. Provide expert level forensics investigation and analysis service with accurate results and reports based on logs from provided systems, network devices, web sites.
8. Provide remediation and eradication plan after thorough investigation and analysis.
9. Provide detailed investigation report including executive summary, event timeline, critical findings/analysis, remediation recommendation at end of each engagement for various audience – technical staff, senior management, third party regulators, insurers, or litigators. The City Transit Authority can request to revise the report twice and provide technical and executive briefing(s).
10. Options to perform remote incident Response Service with custom remote devices or commercial endpoint software to gain visibility and save time and travel expense.
11. Communication is critical during the investigation process. The City Transit Authority will provide the necessary information on a timely basis and expects a daily summary of progress and findings from the vendor.