



REQUEST FOR PROPOSALS

Notice is hereby given that proposals will be received by:

US Signal Company LLC

for:

Information Security Program Assessment



Disclaimer

US Signal Company, LLC (US Signal), reserves the right to reject any and all proposals and to waive irregularities and informalities in the submittal and evaluation process. This RFP does not obligate US Signal to pay any costs incurred by respondents in the preparation and submission of a proposal. Furthermore, the RFP does not obligate US Signal to accept or contract for any expressed or implied services.

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About US Signal

US Signal is a leading IT solutions provider, offering connectivity, cloud hosting, colocation, data protection, and disaster recovery services — all powered by its wholly owned and operated, robust fiber network. US Signal also helps customers optimize their IT resources through the provision of managed and professional services. Delivery of these services over their protected network ensures US Signal customer's unparalleled flexibility, resiliency, and scalability to meet their business needs.

With over 14,000 miles of lit fiber, 23 metro rings, and 8 data centers, US Signal is the largest fully deployed, wholly owned solution provider in the Midwest. US Signal specializes in high-touch customer service through dedicated architectural support and a world-class operations center, which is staffed 24/7/365 by trained engineers and technicians.

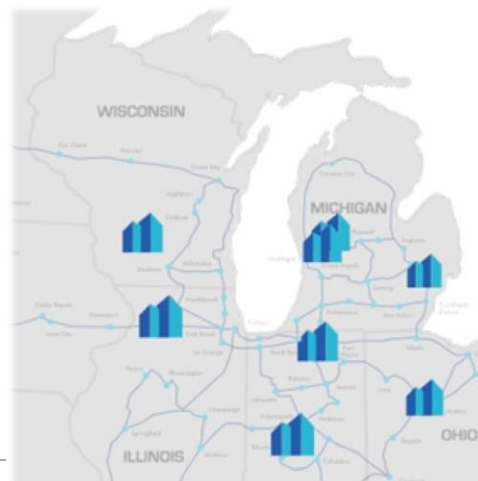
Company History

Founded in 2001, US Signal, a privately held and fully funded fiber company started to address the data transport needs of service providers and wireless carriers in the Midwest. US Signal's ownership has over 30 years of experience in the telecommunications space including ownership of multiple CLEC's and CAP providers. Since the inception, US Signal has executed on an aggressive natural growth strategy that has allowed US Signal to expand its customer base and evolving its product offerings based on customer demand and industry maturation. Being a success driven organization, US Signal has been able to pivot the business when appropriate from offering carrier network services to retail switched and routed solutions, on to colocation, cloud hosting and fully managed data protection solutions. Most recently the company established a professional services team to address IT project and support needs for its customers as requested. US Signal is proud to have evolved to be the largest debt free, privately held IT solution provider in the Midwest.

Data Centers

US Signal operates eight data centers:

- Byron Center, Michigan
- Kentwood, Michigan
- Southfield, Michigan
- Columbus, Ohio
- South Bend, Indiana
- Indianapolis, Indiana
- Oakbrook, Illinois
- Madison, Wisconsin



Objective of This RFP

US Signal Company, LLC, seeks to procure professional services to evaluate the information security program and related security controls to assess the program's security posture in protecting the agency assets. The assessment will provide a current state evaluation of security controls, with a conclusive report on improvements and where applicable, required technology and/or processes that will enhance the security practice of NYCERS.

The Contractor should expect to assess the current security capabilities of the company and identify US Signal Information Security maturity levels in all 10 security domains:

- (1) Business Objectives, Governance and Policy;
- (2) Data Protection;
- (3) Security Risk Management;
- (4) Access Management;
- (5) Organization and Resources;
- (6) Incident Response;
- (7) Third-Party/Vendor Management;
- (8) Security Architecture;
- (9) Infrastructure Resiliency;
- (10) Security Awareness and Training.

The assessment must include, but is not limited to the following areas:

- Review of Information Security Policies
- Internet security controls
- Email security controls
- Vulnerability and Penetration Testing practices and effectiveness.
- Remote access controls
- Network security controls including firewalls and other security devices.
- Endpoint security
- Data Leakage Prevention
- IPS/IDS policy
- Incident response including day zero response
- Cloud security controls
- Identity access management
- Database security controls
- Data security management
- Security monitoring and log management
- Active Directory Group Policy
- Cyber Security

Deliverable

Contractor will evaluate all preventative, detective and corrective security controls in the above related areas and make recommendations to further reduce risk to US Signal, where required. The contractor will also identify new security controls based on the need to remediate risk to US Signal and present a high level plan of action and will assess the current tools in place and recommend additions or replacements where necessary. The Contractor will work with US Signal Project Manager and Information Security team in the accomplishment of the overall goal in providing a detailed assessment of US Signal controls with recommendations and Roadmap for improvements. All work is required to be completed on premises unless otherwise approved by US Signal. Contractor team must be CISSP (Certified Information Systems Security Professional) and/or CCSP (Certified Cloud Security Professional) certified.

The following deliverables are to be provided by the vendor. Additional deliverables may be identified during the initial meetings between the vendor and US Signal.

A written audit findings report that includes, but is not limited to, the following information:

- An executive summary of the testing, findings and recommendations
- Documentation of the approach, findings, recommendations and roadmap associated with this project that includes costs and prioritization.
- Analysis of the following areas with resulting actionable items, including, but not limited to:
 - Vulnerability Scanning and Assessment
 - Network Penetration Testing - includes an analysis of vulnerability to social engineering and phishing
 - Critical Systems Configuration Analysis
 - Physical Security Review
 - Organizational Assessment
 - Policy & Procedure Review
 - Mobile Devices

REQUESTED SERVICES

US Signal's Executive Security Team is looking for a qualified vendor to conduct a third party Information Security program assessment of US Signal's Enterprise, Service Provider, and Cloud systems that includes but is not limited to, the policies, procedures, network, servers, and other assets outlined in the DELIVERABLES section of this document.

Two models are to be quoted in the company's response. One, both or neither may be selected.

- (1) Annual Test
- (4) Quarterly tests

NOTE: diagrams will be provided to finalists upon request after they sign the US Signal's non-disclosure agreement.



RFP OFFICIAL CONTACT

Upon release of this RFP, all vendor communications concerning the overall RFP should be directed to the RFP Coordinator listed below. Unauthorized contact regarding this RFP with other US Signal employees may result in disqualification. Any oral communications will be considered unofficial and non-binding on US Signal. Vendors should rely only on written statements issued by the RFP Coordinator.

Name: RFP Coordinator
Trevor Bidle
VP | Data Protection Officer
Information Security & Compliance officer

Address: US Signal Company, LLC
Attn: Trevor Bidle
201 Ionia Ave SW
Grand Rapids, MI 49503
tbidle@ussignal.com

PROCUREMENT SCHEDULE

The procurement schedule for this project is as follows:

Milestone	Date
Release RFP to Vendors	March 19 th , 2018
Letter of Intent Due	March 26 th , 2018 4pm (EDT)
Vendor Questions (if any) and letter of intent due	March 26 th , 2018 4pm (EDT)
Answers to RFP Questions Released	April 2 nd , 2018 4pm (EDT)
Proposal Responses Due	April 12 th , 2018, 4pm (EDT)
Finalists Selected	April 19 th , 2018
Vendor Selection	April 26 th , 2018

LETTER OF INTENT

Vendors wishing to submit proposals are encouraged to provide a written letter of intent to propose by March 26th, 2018 4:00 PM (EDT). An email attachment sent to tbidle@ussignal.com is acceptable. The letter must identify the name, address, phone, and e-mail address of the person who will serve as the key contact for all correspondence regarding this RFP.

A letter of intent is required in order for US Signal to provide interested vendors with a list of any questions received and the US Signal's answers to those questions. Those providing a letter of intent will also be notified of any addenda that are issued.

Those who choose not to provide a letter of intent will not receive responses to questions or proactive change notification.



QUESTIONS REGARDING THE RFP

Vendors who request a clarification of the RFP requirements must submit written questions to the RFP Coordinator by 4 p.m. (EDT) by April 14 th, 2017. Written copies of all questions and answers will be provided to all vendors who have submitted letters of intent. An email attachment sent to tbidle@ussignal.com is fine. Responses to all questions submitted by this date will be emailed to vendors who submitted a letter of Intent by 5:00 p.m. on April 19th, 2017.

PROPOSAL PREPARATION

US Signal is asking that all proposals be submitted electronically utilizing PDF, Word, and Excel document formats sent via email. Email may be secured or encrypted.

PROPOSAL SUBMISSION

Due Date: April 12, 2018 4:00 PM (EDT)
Number of Copies and Media Format: Electronic submission is requested of all documents.
Address for Submission: tbidle@ussignal.com

EVALUATION PROCEDURES

The RFP coordinator and other staff will evaluate the submitted proposals.

The evaluators will consider how well the vendor's proposed methodology and deliverables meet the needs of US Signal as described in the vendor's response to each requirement and form. It is important that the responses be clear and complete so that the evaluators can adequately understand all aspects of the proposal. The evaluation process is not designed to simply award the contract to the lowest cost vendor. Rather, it is intended to help US Signal select the vendor with the best combination of attributes, including price, based on the evaluation factors.

US Signal reserves the right to require a subset of finalist vendors to make a presentation to a selection team, although the US Signal reserves the right to award without presentations.

CHAPTER II: REQUIRED PROPOSAL RESPONSE FORMS

The proposal must provide a summary of the firm's qualifications to perform the duties outlined in the requested services section. This chapter contains forms vendors must complete to submit their proposals. Vendors must complete all the forms in this chapter as well as other requests for information contained herein. The following forms are included:

- 1) Cover Letter
- 2) Proposal Summary
- 3) Acceptance of Terms and Conditions
- 4) General Supplier Information
- 5) Scope of Services
- 6) Price Proposal
- 7) Customer Reference
- 8) Key Project Staff Background Information

NOTE: In addition to the included forms, vendor must provide at least two examples reports from previous similar work. Sensitive customer information may be redacted if necessary.

PROPOSAL PREPARATION INSTRUCTIONS

FORM 1: COVER LETTER

[Use this space to compose a cover letter for your proposal. All proposals must include a cover letter signed by a duly constituted official legally authorized to bind the applicant to both its proposal and cost schedule. NOTE: The cover letter is not intended to be a summary of the proposal itself; this is accomplished in Form 2.

The cover letter must contain the following statements and information:

1. "Proposal and cost schedule shall be valid and binding for ONE HUNDRED EIGHTY (180) days following proposal due date and will become part of the contract that is negotiated with US Signal.
2. Company name, address, and telephone number of the firm submitting the proposal.
3. Name, title, address, e-mail address, and telephone number of the person or persons to contact who are authorized to represent the firm and to whom correspondence should be directed.
4. Proposals must state the vendor's federal and state taxpayer identification numbers.
5. Identify and third party vendors that will be used to fulfil this RFP.

TEXT WITHIN THE BRACKETS IS TO BE DELETED IN YOUR RESPONSE.]



FORM 2: PROPOSAL SUMMARY

[Use this form to summarize your proposal and your firm's qualifications. Additionally, you may use this form at your discretion to articulate why your firm is pursuing this work and how it is uniquely qualified to perform it.

Your proposal summary is not to exceed two pages.

THE TEXT WITHIN THESE BRACKETS IS TO BE DELETED AND REPLACED BY YOUR PROPOSAL SUMMARY.]

FORM 3: ACCEPTANCE OF TERMS AND CONDITIONS

[Use this form to indicate exceptions that your firm takes to any terms and conditions listed in this RFP, including the Appendices and Attachments. Proposals which take exception to the specifications, terms, or conditions of this RFP or offer substitutions shall explicitly state the exception(s), reasons(s) therefore, and language substitute(s) (if any) in this section of the proposal response. Failure to take exception(s) shall mean that the proposer accepts the conditions, terms, and specifications of the RFP.

If your firm takes no exception to the specifications, terms, and conditions of this RFP, please indicate so.

The vendor selected will be required to negotiate and sign a service agreement, Business Associate Agreement if access to PHI is required, and a PCI addendum if access to the Card Holder Data Environment is required.

THE TEXT WITHIN THESE BRACKETS IS TO BE DELETED AND REPLACED BY YOUR PROPOSAL SUMMARY.]

FORM 4: GENERAL SUPPLIER INFORMATION

[Use this form to provide information about your firm.

Please note that Form 4 has a section for the Supplier's information and a separate section that needs to be completed if the Supplier is using a 3rd party implementation partner, systems integrator or VAR to provide implementation, training and/or other professional services related to this RFP.

THE TEXT WITHIN THESE BRACKETS IS TO BE DELETED AND REPLACED BY YOUR PROPOSAL SUMMARY.]



FORM 5: SCOPE OF SERVICES

[Please provide one or more options on how your firm would approach a security audit, what your firm would audit, what final product would be submitted, and how much it would cost. Limit your response to a maximum of ten pages per option.]

US Signal Company, LLC, reserves the right to reject any or all proposals. US Signal reserves the right to request more information for clarification due to omission of information. Vendors should be prepared to make an oral presentation as part of the evaluation process.

TEXT WITHIN THESE BRACKETS IS TO BE DELETED IN YOUR RESPONSE]



FORM 6: PRICE PROPOSAL

[The Proposal must contain a fee schedule that includes estimated hours, rates, and overall price.

Quarterly services and annual services should be itemized separately and not be dependent on each other as package pricing.

TEXT WITHIN THESE BRACKETS IS TO BE DELETED IN YOUR RESPONSE.]



FORM 7: CUSTOMER REFERENCES

[Using the tables below, please list clients for whom you have provided services relevant to this RFP over the past two years. Use your word processor's copy and paste functions to create additional tables as needed.]

Customer/Client Name	
Reference Name	
Title	
Phone Number	
Mailing Address	
Email Address	
Services Provided	

FORM 8: KEY STAFF BACKGROUND INFORMATION

[Complete the following table for each of the key project staff members. Use your word processor's copy and paste commands to create additional copies of this table as necessary. Please allow one page for each table. At a minimum, key staff must include your proposed project manager and key contributors to this project.

TEXT WITHIN THESE BRACKETS IS TO BE DELETED IN YOUR RESPONSE.]

Vendor Name	
Staff Member Name	
Position in the Company	
Length of time in position	
Length of time at company	
Project responsibilities	
Education	
Previous Work Experience	
Certifications and Skills qualifying person for position	

RFP AMENDMENTS

The City reserves the right to change the schedule or issue amendments to the RFP at any time. The City also reserves the right to cancel or reissue the RFP.

VENDOR'S COST TO DEVELOP PROPOSAL

Costs for developing proposals in response to the RFP are entirely the obligation of the vendor and shall not be chargeable to US Signal in any manner.

WITHDRAWAL OF PROPOSALS

Proposals may be withdrawn at any time prior to the submission time specified in this RFP, provided notification is received in writing. Proposals cannot be changed or withdrawn after the time designated for receipt.

REJECTION OF PROPOSALS – WAIVER OF INFORMALITIES OR IRREGULARITIES

US Signal reserves the right to reject any or all proposals, to waive any minor informalities or irregularities contained in any proposal, and to accept any proposal deemed to be in the best interest of US Signal.

PROPOSAL VAILIDITY PERIOD

Submission of the proposal will signify the vendor's agreement that its proposal and the content thereof are valid for 180 days following the submission deadline and will become part of the contract that is negotiated between US Signal and the successful vendor.

CONTRACT AWARD AND EXECUTION

- US Signal reserves the right to make an award without further discussion of the proposal submitted. Therefore, the proposal should be initially submitted on the most favorable terms the vendors can offer. It is understood that the proposal will become a part of the official file on this matter without obligation to US Signal
- The general conditions and specifications of the RFP and as proposed by US Signal and the successful vendor's response, as amended by agreements between US Signal and the vendor, will become part of the contract documents. Additionally, US Signal will verify vendor's representations that appear in the proposal. Failure of the vendor's products to meet the mandatory specifications may result in elimination of the vendor from competition or in contract cancellation or termination.
- The vendor selected as the apparently successful vendor will be expected to enter into a contract with US Signal.
- No cost chargeable to the proposed contract may be incurred before receipt of a fully executed contract.

DEFENSE, INDEMNIFICATION, HOLD HARMLESS AND INSURANCE REQUIREMENTS

In addition to other standard contractual terms, US Signal will require the selected vendor to comply with the defense, indemnification, hold harmless and insurance requirements as outlined below:

Vendor shall defend, indemnify and hold US Signal Company, LLC, its officers, officials, employees and volunteers harmless from any and all claims, injuries, damages, losses or suits including attorney fees, arising out of or resulting from the acts, errors or omissions of the Vendor in performance of this Agreement, except for injuries and damages caused by the sole negligence of US Signal.

The vendor shall procure and maintain, for the duration of this Agreement, insurance against claims for injuries to persons or damages to property, which may arise from or in connection with the performance of the work hereunder by the vendor, his agents, representatives, employees or subcontractors. The cost of such insurance shall be paid by the vendor. Insurance shall meet US Signals requirements in amount, type, and carrier rating.

Contractor shall include all subcontractors as insureds under its policies or shall require subcontractors to provide their own coverage. All coverages for subcontractors shall be subject to all of the requirements stated herein.

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