

PORTFOLIO TITLE: [Information Security Services](#)

LEAD STATE: Idaho

OVERVIEW:

The Master Agreements in this portfolio offer a suite of information security services including Risk Assessment and Mitigation, Event and Incident Management, and Breach Coach Services. Category 4 was included in the 2020 solicitation but received no responses.

INITIAL TERM: Two years

RENEWALS: Renewals, not to exceed five years total through 2/23/2026.

TOTAL TERM POSSIBLE: Five years

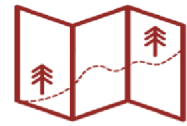


PRODUCT CATEGORIES:

- **Category 1: Risk Assessment and Mitigation** - The Contractor will perform vulnerability assessments, privacy impact and policy assessments, and evaluation and analysis of internal controls critical to the detection and elimination of vulnerabilities to the protection of Data, as defined by a Purchasing Entity.
- **Category 2: Event and Incident Management** - The Contractor will work with the Purchasing Entity to determine the actual scope of an Event and determine if the Event is an Incident. This may include, but is not limited to, gathering information from various sources such as log files, error messages, and other resources such as intrusion detection systems and firewalls that may produce evidence to determine if an Event is an Incident.
- **Category 3: Breach Coach Services** - The Contractor will provide guidance, advice and consultation to coordinate and support the Purchasing Entity's Breach response, including the investigation and mitigation of a Breach impacting individuals or organizations that may be located within the state, region, or dispersed nationwide.
- **Category 4: Credit Monitoring Services** - A la carte services as needed by the Purchasing Entity in the event of a data breach. Based on needs the purchasing entity may choose from any of the following services, or any combination thereof: Notification [of affected individuals], General Call Center, One Year Single-Bureau Credit Monitoring/Identity Theft Protection, One Year Triple-Bureau Credit Monitoring/Identity Theft Protection.



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PORTFOLIO SNAPSHOT FOR CATEGORIES 1-3
LINK TO CATEGORY 4 PORTFOLIO SNAPSHOT: [CATEGORY 4](#)

SUPPLIERS AVAILABLE:

- ✓ 22nd Century Technologies
- ✓ MGT of America Consulting, LLC



KEY BENEFITS:

The following key benefits were derived from the procurement of this portfolio:

New opportunities and an expanded scope. The sourcing team added the following items to the solicitation that were not available in the previous portfolio:

- Risk Assessment and Mitigation Services
- Event and Incident Management Services
- Breach Coach Services

PRICING:

Pricing shall remain firm through 12/31/21. Customers may negotiate deeper discounts. A Purchasing Entity may customize services ordered from any of the awarded Categories by working with the Contractor to develop a Statement of Work for each order. The Purchasing Entity may elect to use a limited selection of services rather than all services available under any of the awarded Categories.

PROCUREMENT BACKGROUND:

The NASPO ValuePoint Management Board approved conducting a re-solicitation for Information Security Services. The lead state, along with a multi-state sourcing team, developed a solicitation, publicly released it, and evaluated the proposal responses. The contract awards allow state and local government end users to access the Information Security Services products and services.

STATES ON SOURCING TEAM:

- ★ Idaho – Lead State
- ★ Connecticut
- ★ New Mexico
- ★ Oregon
- ★ Washington
- ★ Texas

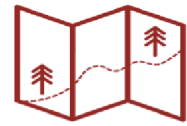


SOLICITATION INFORMATION:

Type: Request for Proposals (RFP)
 Solicitation Number: RFP20200339
 Date Released: 01/23/2020
 Date Closed: 06/22/2020*
 Amendments: 7
 Pre-Proposal Conference: 2/7/2020
 Supplier Attendance: 25

*Delays due to Covid and staffing attributed to extended evaluation and award period

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<u>PUBLIC POSTING OF SOLICITATION:</u> Website Posted On: State of Idaho Posting Link: https://solutions.scquest.com/apps/Router/SupplierLogin?CustOrg=StateofIdaho Days Publicly Posted: 151	<u>PUBLIC OPENING</u> Sealed proposals were opened by the lead state following the closing date. 
<u>VENDOR RESPONSES:</u> 20 proposals were received.	<u>EVALUATIONS:</u> Virtual evaluation meetings were completed on 8/24/2021.
<u>EVALUATION CRITERIA:</u> Proposals meeting or exceeding the Mandatory Requirements were evaluated as follows: 1. Mandatory Administrative Response Requirements 2. Business, Organization and Staffing, Customer Service Response Requirements, Contract Manager Requirements 3. Scope of Work 4. Cost Proposal (40%)	
<u>DETERMINING NUMBER OF AWARDS:</u> The solicitation allowed for multiple awards to be made by Category. The list of Offerors in each Category met all solicitation Mandatory Requirements, agreed to and signed letters holding their pricing firm through 12/31/21, and met the RFP award criteria of receiving a minimum of 500 points in the Category they were recommended for award in. • Category 1 - Risk Assessment and Mitigation Services Award to top three (3) scoring Offerors to ensure resources will be available to all participating states. Two (2) of the three (3) top scoring Offerors are also being recommended for award in Category 2 providing efficiency and ease of use to participating states. • Category 2 - Incident Response Services Award to top four (4) scoring Offerors to ensure resources will be available to all participating states. Natural break in scoring between the fourth and fifth Offerors scores. • Category 3 - Breach Coach Services Award to the one (1) Offeror. Even though only Offeror, the total score was considered. • Category 4 – Credit Monitoring Services	

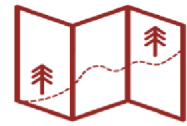
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SUPPLIERS RECOMMENDED FOR AWARD

SUPPLIERS AWARDED	RISK ASSESSMENT AND MITIGATION SERVICES	INCIDENT RESPONSE SERVICES	BREACH COACH SERVICES	CREDIT MONITORING (no award)
22nd Century Technologies, Inc.	X	X		
Deloitte – did not complete negotiations	X	X		
CGI – did not complete negotiations	X	X		
End to End Computing, LLC		X		
MGT of America			X	

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PORTFOLIO TITLE: [Information Security Services - Category 4 - Credit Monitoring Services \(Data Breach\)](#)

LEAD STATE: Idaho

OVERVIEW:

The Master Agreements in this portfolio offer a suite of information security services, as well as credit monitoring services in the event of a data breach. Two solicitations have resulted in this combined portfolio: Information Security Services and Information Security Services: Category 4 – Credit Monitoring Services. Category 4 was included in the 2020 solicitation but received no responses. The dates of the new Master Agreement(s) for Category 4 will coincide with the dates of the initial Information Security Services contracts.

PORTFOLIO TERM: Two years, expiration date of 2/23/2026 (to coincide with the expiration date of Information Security Services portfolio Categories 1-3).



PRODUCT CATEGORIES:

- **Category 4: Credit Monitoring Services** - A la carte services as needed by the Purchasing Entity in the event of a data breach. Based on needs, the Purchasing Entity may choose from any of the following services, or any combination thereof: Notification [of affected individuals], General Call Center, One Year Single-Bureau Credit Monitoring/Identity Theft Protection, One Year Triple-Bureau Credit Monitoring/Identity Theft Protection.

SUPPLIERS AVAILABLE:

✓ 22nd Century Technologies



KEY BENEFITS:

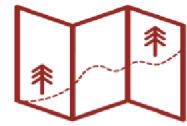
The following key benefits were derived from the procurement of this portfolio:

Adding Category 4: Credit Monitoring Services after there were no responses on the initial 2020 RFP makes this a more well-rounded portfolio, offering credit monitoring services in the event of a data breach.

PRICING:

Master Agreement pricing is based on a la carte services as needed by the Purchasing Entity in the event of a data breach. Based on needs the Purchasing Entity may choose from any of the following services, or any combination thereof: Notification [of affected individuals], General Call Center, One Year Single-Bureau Credit Monitoring/Identity Theft Protection, One Year Triple-Bureau Credit Monitoring/Identity Theft Protection.

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PROCUREMENT BACKGROUND:

The NASPO Executive Council approved conducting a solicitation for Information Security Services – Category 4 Data Breach and Credit Monitoring to replace the Data Breach and Credit Monitoring standalone contract.

STATES ON SOURCING TEAM:

- ★ Idaho – Lead State
- ★ Idaho – Evaluator
- ★ New Mexico – Evaluator
- ★ Texas – Evaluator
- ★ Washington



SOLICITATION INFORMATION:

Type: Request for Proposals (RFP)
Solicitation Number: RFP20232531
 Date Released: 7/28/2023
 Date Closed: 9/12/2023
 Number of Amendments Posted: 1

PUBLIC POSTING OF SOLICITATION:

Website Posted On: State of Idaho

Posting Link:

<https://solutions.scquest.com/apps/Router/SupplierLogin?CustOrg=StateofIdaho>

Days Publicly Posted: 46

PUBLIC OPENING

Sealed proposals were opened by the lead state following the closing date.



VENDOR RESPONSES:

- Number of Vendor Responses Received: 3

EVALUATIONS:

Virtual evaluation meetings were held with the Sourcing Team from 10/2/2023 to 10/4/2023.

EVALUATION CRITERIA:

The Lead State and Sourcing Team used the following criteria in evaluation for Category 4:

Technical Criteria:

Organization, Staffing, Customer Service
 Scope of Work

Technical Points Possible:

250 points
 350 points

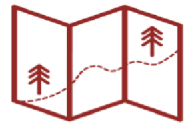
Total: 600 points

Technical & Cost Evaluation Summary		Total Points Possible
Technical Criteria Evaluation		600
Cost Evaluation		400
Total:		1,000

SCORING:

Each proposal was reviewed for responsiveness to determine if the Bidder satisfied all Mandatory Requirements. Proposals that were deemed responsive to Mandatory Requirements were evaluated by the Sourcing Team. Responses were scored according to the RFP's Evaluation Criteria.

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AWARD:

The supplier chosen for award met the requirements and scoring thresholds to be awarded Master Agreements in their respective Categories. The Evaluation Committee selected the highest scoring offeror, 22nd Century Technologies, Inc.

SUPPLIER RECOMMENDED FOR AWARD

- ✓ 22nd Century Technologies, Inc.



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