Request for Proposal

PREPARED BY:
Regional Income Tax Agency
10107 Brecksville Road, Brecksville, OH 44141

PROJECT TITLE:
Distributed Denial of Service Mitigation Solution

ISSUED DATE:
November 5, 2021

RESPONSES DUE DATE:
2:00 p.m. E.S.T., November 25, 2021 (Original Date)

2:00 p.m. E.S.T., December 1st, 2021 (Amended Date)

REGIONAL INCOME TAX AGENCY

Distributed Denial of Service Mitigation Solution

Request for Proposal

Letter from the Executive Director

November 5, 2021

The Regional Income Tax Agency (RITA, the Agency) is seeking proposals for a distributed denial of service (DDoS) mitigation solution.

Proposals are to be submitted electronically to **rfp@ritaohio.com** no later than 2:00 p.m. E.S.T., November 25, 2021.

If your firm is interested in submitting a proposal, please execute the attached Mutual Non-Disclosure Agreement and return to Liam Malue, Information Security Officer, at rfp@ritaohio.com.

Potential vendors may direct questions or requests for clarification to Mr. Malue at rfp@ritaohio.com through 5:00p.m. E.S.T. on November 18, 2021. A copy of the questions and requests received, along with RITA's responses, will be provided to each party that has executed a Non-Disclosure Agreement, without identifying the source of the question or request. To the extent possible, you are asked to compile your questions and requests and submit them all at one time.

Please be aware that the Agency reserves the right to reject any and all proposals, or any part of any proposals, or to waive informalities or defects in proposals, as the Board of Trustees of the Agency deems to be in the best interest of the Agency.

Cordially,

Donald W. Smith
Executive Director

RFP Introduction

The Regional Income Tax Agency (RITA, the Agency) is a governmental entity established to administer and collect local income taxes for political subdivisions. As an agent for its municipalities, RITA provides substantial financial services to its members. Municipal income tax is collected from individuals and/or employers withholding on salaries, wages, commissions, fees and other forms of compensation. The tax is also collected from business entities based on net profits.

As of 2021 there are over 390 taxing jurisdictions in 78 counties served by the Agency (just over 50% of all taxing jurisdictions in Ohio with an income tax) and total annual tax collections are over $1.5 billion.

The purpose of this RFP is to solicit proposals for a distributed denial of service (DDoS) mitigation solution for RITA. The objective of the RFP is to provide vendors/respondents (vendors) with the minimum requirements necessary to partner with RITA. While vendors are required to provide a response on this entire proposal, RITA reserves the right to award separate portions of the proposal to different vendors.

RITA intends to award a three-year contract with the ability to extend services for two (2) years. A contract shall be awarded to the most responsive and responsible vendor as soon as practicable after the opening of proposals. The vendor to whom the award is made shall enter into a written contract in a form acceptable to RITA within ten (10) days of notification of award.

The Regional Income Tax Agency is not responsible for any costs incurred by the respondent in preparation of a proposal. RITA reserves the right to negotiate with vendors submitting proposals in order to obtain the most favorable terms, conditions and pricing for the Agency as determined by the Agency in its sole discretion. Also, as deemed in the best interest of the Agency by the Board of Trustees, RITA reserves the right to reject any or all parts of the proposals.

DDoS Mitigation Solution Requirements

RITA is looking to replace our existing DDoS mitigation solution. This replacement effort will allow the Agency to administer and collect municipal income tax with minimal impact to our internet services.

Listed below are the requirements the Agency is looking to procure as part of the DDoS mitigation solution.

Required Features are items the Agency is requesting all proposals include. **Optional Features** are not required but will be accepted in all proposals for review.

RITA Objectives	Required Feature	Optional Feature
Procurement of a cost-effective DDoS mitigation solution to protect RITA's entire Class C network (71.67.213.0/24).	Yes	
Performance and Service Level Agreement features that include the following: - Ability to process up 50 Mbps of legitimate traffic (Inbound and Outbound) - Network uptime during an attack within three (3) hours of the attack.	Yes	
Protection for standard TCP/IP traffic (e.g. HTTP, HTTPS, SMTP, etc.) and from Volumetric, TCP State-Exhaustion, and Application Layer attacks	Yes	
The storing, processing and/or transmitting of RITA information and metadata that resides or occurs only in the United States.	Yes	
A hybrid solution utilizing a cloud-based scrubbing solution in addition to an on-premise DDoS mitigation appliance		Yes
An 'always-on' DDoS mitigation solution.		Yes

Proposal Responses

Proposals must be submitted in the format and order outlined below. All proposals should present all information in a concise manner, neatly arranged, legible, and in terms understandable for evaluation. All information requested is to be addressed directly and completely.

It is more desirable to give additional information than less when the answer could be misinterpreted. There should be no attachments, enclosures, or exhibits other than those considered by the proposer to be essential to a complete understanding of the Proposal submitted.

Each section of the Proposal must be clearly identified with the following headings and in the order specified below.

Section I – Qualifications & Experience

1. Describe your DDoS mitigation experience. How many years has your company been in business and how long has your product been on the market?
2. Provide a list of customers/references that would be similar in size or industry to our account.
3. Provide information regarding your security compliance certifications (e.g. SOC-2)
4. Provide information on how DDoS mitigation solutions are tested to ensure effectiveness. Please also include information customers can use to test the DDoS mitigation solution.

Section II – Implementation and Methodology for Mitigation

1. Please explain the implementation of your service in detail.
2. Describe in detail your platform and available bandwidth for DDoS mitigation.
3. Describe your total scrubbing capacity.
4. Does your service require the use of a specific Internet Service Provider or is it agnostic in nature?
5. What are your Volumetric, TCP State-Exhaustion and Application Layer DDoS attack mitigation methodologies?
6. Describe the geographical distribution of your DDoS scrubbing centers.
7. Please explain how your solution handles SSL traffic inspection.
8. Do you offer always-on protection?
9. Do you offer on-demand protection?
10. Does the solution activate DDoS mitigation within 15 minutes? If not, provide details on how long to activate DDoS mitigation.
11. Do you include a mechanism that provides real-time information about an attack?
12. Does the solution automatically revert to a non-DDoS mitigation state? If yes, provide details of timers and criteria for the reverting state.
13. How do you distinguish between legitimate users and attackers?
14. How do you guarantee the best quality of experience to legitimate users even under attack?

15. Describe your real-time attack and peacetime reporting. If reporting is available using a web portal, please provide information regarding the authentication controls and the use of multifactor authentication.

16. Do you have a 24x7 Security Operations Center? If you do not, please state the days and times technical support is available.

17. Is your Security Operations Center staff dedicated to DDoS mitigation?

18. Describe your escalation procedures. Please also include the communication process when reaching out to RITA on-call personnel in response in the event of a DDoS attack.

19. Do you have a Service Level Agreement (SLA)? If so, please describe in detail.

20. Describe your organizations collection and/or storage of customer data.

21. Describe your organization's controls used to monitor, identify and prevent the loss of customer data.

22. Describe your organization's process of handling confidential information, such as personally identifiable information.

23. Describe your organization's encryption standards for data at rest, data backups and/or data during transit.

24. Describe your organization's retention period of RITA data (how long will RITA data be stored by you?).

25. What type of reporting controls are used to ensure data retention and purging are implemented?

26. Describe your organization's incident response and breach notification process.

27. Can you provision services on an emergency basis?

28. How quickly can you provision a customer?

29. Describe your overall transition approach and methodology.

30. Describe the implementation plan you propose to transition the services.

31. Outline the milestones and a schedule for the transition of services.

32. If any of your services are subcontracted to another party, provide name, contact information, and description of the services each subcontractor performs.

Section III – Costs and Pricing

The Agency requests that all costs and pricing are provided with great detail. This will allow the Agency to understand the cost breakdown based on solution and any cost incurred during the lifetime of the contract.

1. Total cost of the recommended solution

2. On-Demand Pricing

3. Always-On Pricing

4. Professional services cost (if applicable)

5. Hardware Costs (if applicable)

6. Cost per DDoS attack instance (if applicable)

7. Pricing for increased bandwidth/clean traffic (if applicable)

Proposal Instructions

All proposals must be submitted in the format and order outlined in the Proposal Responses section and submitted electronically to RFP@ritaohio.com.

All proposals must be received by the Executive Director, Regional Income Tax Agency, by 2:00 p.m. E.S.T., November 25, 2021. All Proposals shall be emailed to RFP@ritaohio.com.

It is RITA's intention to enter into a contract as soon as practical after the proposals are evaluated and Board approval is received. The successful vendor shall enter into a contract with the Regional Income Tax Agency within ten days of the notification of award or as soon as practical thereafter as determined by RITA. Implementation work is expected to begin no later than the first business day of the month following the execution of the contract.

Proposals will be evaluated on several factors including the degree of fit to the requirements and cost.

The Agency reserves the right to reject any and all proposals, or any part of any proposal, or to waive informalities or defects in proposals, as the Board of Trustees of the Agency shall deem to be in the best interest of the Agency. By submitting a proposal, each respondent is insuring that complete confidentiality of all Agency information will be maintained by all vendor personnel.

By submitting a proposal, each respondent is insuring that the vendor is an Equal Opportunity Employer and that their employees and applicants for employment are not discriminated against because of their race, color, religion, national origin, disability, age, genetic information, military status or sexual orientation. By signing a contract with RITA, the successful vendor guarantees that they comply, or will comply with the above provision and all other applicable state and federal laws regarding public contract work, and agrees to indemnify and hold the Regional Income Tax Agency harmless from any claims or damages incurred against or by the Regional Income Tax Agency resulting from any non-compliance by the successful vendor.

By submitting a proposal, each respondent is declaring that they are not in arrears to RITA for municipal income taxes or any other obligation to the Agency.