



## **Request for Quote**

**For**

# **Technology – Cyber Security Table Top Exercise and Incident Response Program Development**

**For The**

**Whitfield County Schools  
Procurement Department  
3264 Cleveland Hwy  
Dalton, GA 30721**

**WCS-IT-2024-029**

**June 3, 2024**

RFQ # WCS-IT-2024-029

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## **REQUEST FOR QUOTE**

**Whitfield County Schools District, hereinafter referred to as "the Company," invites qualified vendors to submit a quotation for the implementation of a comprehensive Cyber Security Table Top Exercise and Incident Response Program Development.**

### **Technology – Cyber Security Table Top Exercise and Incident Response Program Development**

(See Exhibit A – Products or Services Specifications)

**INQUIRIES** - Questions related to this RFQ and requirements shall be submitted online at Vendor Registry no later than **2:00 pm (EST) on June 12, 2024.**

**SUBMISSION** – All quotation must be submitted online at Vendor Registry by the submission deadline. Quotations must be uploaded no later than **2:00 pm (EST) on June 17, 2024.**

<https://www.wcsga.net/procurement>-> Open Solicitations

\*\*\*\*\* **LATE QUOTATIONS SHALL NOT BE ACCEPTED** \*\*\*\*\*

**EMAILED OR FAXED RESPONSES ARE NOT ACCEPTABLE  
AND SHALL NOT BE CONSIDERED.**

**EVALUATION PERIOD** – The evaluation of quotation submitted in response to the solicitation shall be conducted by officials of the Whitfield County School District. In the process of evaluating, the quotation shall be considered in their entirety, however, particular attention shall be paid to the criteria which are referenced in Exhibit A – Products or Services Specifications. All quotation shall be evaluated June 18, 2024 through June 20, 2024.

#### **Name and Address of Company Submitting Quotation:**

Company Name: \_\_\_\_\_

Address: \_\_\_\_\_

City, State Zip \_\_\_\_\_

Contact Name: \_\_\_\_\_

Contact Email: \_\_\_\_\_

Contact Phone: \_\_\_\_\_

**Any Vendor who has demonstrated and documented poor performance during a current or previous agreement, within the last 3 years, with Whitfield County Board of Education may be considered a non-responsible Vendor and their response may be rejected. Whitfield County Board of Education reserves the right to exercise this option as is deemed proper and/or necessary.**

## QUOTE SUBMISSION

Having also examined/understood the Products or Services specifications and requirements, the Undersigned hereby proposes to furnish all products, labor, equipment, tools, transportation, services, licenses, fees, permits, etc., required by said document to complete all divisions of the Products or Services stipulated herein for the sum included below.

\_\_\_\_\_ (Dollars) for Total Products or Services rendered.

Signed: \_\_\_\_\_

Printed: \_\_\_\_\_

Dated: \_\_\_\_\_

Respondent understands billing shall be due for the full amount of the Products or Services upon delivery, completion, and signed off on by **Director of Technology**.

Invoice Terms are to be Net 30.

Whitfield County Schools is tax exempt.

The Whitfield County School District reserves the right to accept or reject any or all responses and to waive informalities and irregularities in quotation received.

Whitfield County Board of Education reserves the right to make its selection of an approved vendor based on what it deems to be in the best interest of Whitfield County School District. The Request for Quote does not in any way obligate Whitfield County Board of Education to award, nor to pay any cost which might be incurred by anyone in responding to this request.

## **EXHIBIT A**

### **Product or Service Specifications**

#### **Project Scope**

##### **Incident Response (IR) Program Development Engagement**

The Incident Response (IR) Program Development Consulting Services provide organizations with an assessment of their current IR program, including a review of documented policies and plans if available. The service includes:

1. Discovery and Work Sessions: Engage with key Customer personnel to understand business and IT security requirements.
2. Assessment: Review Customer IT environment details, including the number of locations and a review of technology and services in use.
3. Policy and Plan Development: Create an Incident Response policy and plan, and essential playbooks.
4. Deliverable Review: Present and review deliverables with the Customer, incorporating feedback.

##### **Deliverables:**

1. Incident Response Policy
2. Incident Response Plan
3. Customized Incident Response Playbooks (select 5 from the following):
  - Ransomware
  - Malware outbreak
  - Phishing
  - Business Email Compromise (O365, Exchange, or Google Workspace)
  - Unauthorized Access
  - Data Breach / Loss
  - Denial of Service / DDoS

##### **Tabletop Exercise Engagement**

The tabletop Exercise Consulting Services aim to improve preparedness, test, and identify gaps in existing plans and playbooks through scenario-based exercises. This service includes:

1. Assessment: Review the current incident response program and provide recommendations for improvements.
2. First Responder Training: Conduct training sessions for first responders.
3. Scenario Development: Facilitate sessions to determine goals and objectives, and customize scenarios to match the Customer's technology environment.
4. Exercise Execution: Conduct tabletop exercise sessions, followed by an after-action review.

##### **Deliverables:**

1. Assessment Report with Recommendations
2. Cyber First Responder Training
3. Custom Exercise Scenarios (select from the following):
  - Ransomware
  - Business Email Compromise
  - Unauthorized Access
  - Malware Outbreak
  - Phishing
  - Data Theft / Loss

**Customer Responsibilities**

1. Availability: Ensure Customer personnel are available as needed.
2. Information Accuracy: Provide up-to-date and valid information about the current environment.
3. Compliance and Regulatory Requirements: Provide relevant business compliance and regulatory requirements.

**Project Assumptions**

1. Engagement shall be conducted remotely. On-site engagements shall incur additional travel expenses.
2. Multiple exercise sessions should occur on the same day or across two days if conducted on-site.
3. Customer shall provide a Program Manager or knowledgeable resource to facilitate engagement.
4. Customer and Seller shall follow Seller’s Engagement Management Methodology.

**Out of Scope**

1. Services not specified in this SOW are out of scope and shall be addressed with a separate proposal or Change Order.
2. Business or financial analysis not directly related to the services included in this proposal.

**General Responsibilities and Assumptions**

1. Access: Customer shall provide all necessary access to assist and accommodate Seller’s performance of the Services.
2. Safety and Security: Customer shall provide and Seller shall follow all applicable facility safety and security rules.
3. Security Responsibility: Customer is responsible for security at all Customer-designated locations.

**Item(s) Provided to Customer**

<b>Item</b>	<b>Description</b>	<b>Format</b>
Incident Response Policy	A document containing the organization’s Incident Response policy.	Word and PDF
Incident Response Plan	A document containing the organization’s Incident Response plan.	Word and PDF
Incident Response Playbooks	Multiple documents containing Incident Response playbooks for different incident types.	Word, Visio, and PDF
IR Plan and Policy - Update Recommendations	A document providing the recommendations of improvements to Customer’s IR program including their policy, plan, and playbooks	PDF
First Responder Cheat Sheet	Cheat sheet style documents created for first responders with critical tasks and processes	PDF

### **Project Oversight**

Seller shall assign an Associate Project Manager to perform the following activities:

1. Kickoff Meeting: Review SOW, project objectives, schedule, logistics, and project prerequisites.
2. Milestone Project Schedule: Provide a high-level project schedule and resource assignment.
3. Point of Contact: Serve as the main point of contact for changes or escalations.
4. Project Closure: Recap project activities, provide documentation, identify next steps, and formally close the project.

### **Contact Persons**

Each Party shall appoint a contact person to manage communications and approve materials and services. The Customer Contact Person is authorized to approve decisions and shall manage all communications with Seller.