Request for Proposal

Date: 3/16/2022

Subject: Endpoint Detection and Response Software, Managed or Unmanaged.

Introduction: TechnoServe is an international nonprofit organization that helps people lift themselves out of poverty by harnessing the power of the private sector. Operating in almost 30 countries, we work with hardworking women and men in the developing world to build competitive farms, businesses, and industries. By linking people to information, capital, and markets, we have helped millions to create lasting prosperity for their families and communities.

General Requirements: The requirements for TechnoServe's anticipated purchase are listed below. An additional and more detailed Statement of Work is also attached.

TechnoServe is looking for an XDR/EDR/ADR solution to cover approximately 1,660 Endpoints, a mix of Windows, MAC OSX, and the potential for Chromebooks. Please reference the Technical Functionality Spreadsheet for the specifics of the general requirements of the solution. The solution is not expected to cover Mobile Devices such as android, google, apple cellphones.

Period of Performance: The period of performance of any contract resulting from this solicitation is anticipated to be between the start and end dates listed below. Proposals shall detail the estimated length of time required to accomplish all requirements, with detail on individual activity implementation dates, as referenced in the Scope of Work.

Start Date: 5/1/2022

End Date: 5/1/2023

Proposal Content Instructions: In addition to responding to the Statement of Work, all proposals must:

- Describe the qualifications, experience and capabilities of the firm in providing the type of services being requested by this RFP. Resumes or CVs of "key personnel" shall be submitted as an attachment.

- Include a contact name, email address, and telephone number to facilitate communication between TechnoServe and the submitting organization.
- A brief outline of the company and services offered, including:
- Full legal name, jurisdiction of incorporation, and address of the company.
- Full legal name and country of citizenry of company's President, Chief Executive Officer, and/or all other principal officers of the company.
- Year the business was established.

Proposals must contain a detailed cost breakdown with applicable taxes and other charges clearly identified (and be presented in conformity with any further instructions included in the Statement of Work).

To ensure consideration, all quotes must be submitted in the language, currency, and by the due date noted below:

Language: English

Currency: USD

Submission Instructions: All proposals must be emailed to the address below with your proposal attached in one or more files (PDF preferred). You will receive an auto-confirmation upon receipt. To ensure the integrity of this procurement exercise, DO NOT email your proposal to any employee of TechnoServe or deliver your proposal in hard copy to a TechnoServe office. **Failing to strictly adhere to these instructions may make your proposal ineligible for consideration**.

Email: buy+US+P0009505@tns.org

Order of Events: This solicitation exercise will be administered in accordance with the following dates (subject to change at TechnoServe's sole discretion):

Date	Event
4/1/2022	Last date that questions will be accepted. Note that questions and answers will be distributed to all interested parties, so questions should not disclose trade secrets, confidential information, or information that might give another vendor a competitive advantage. Questions should be emailed to: EGerez@tns.org
4/4/2022	Date that answers to questions will be distributed to all.
4/8/2022	Last date that proposals will be accepted by TechnoServe.

Terms and Conditions:

- The Request for Proposal is not and shall not be considered an offer by TechnoServe.
- All responses must be received on or before the date and time indicated on the RFP. All late responses will be rejected.
- All unresponsive proposals will be rejected.
- All proposals will be considered binding offers. Prices proposed must be valid for the entire period provided by the respondent or required by the RFP.
- All awards will be subject to TechnoServe contractual terms and conditions and contingent on the availability of donor funding.
- TechnoServe reserves the right to accept or reject any proposal or cancel the solicitation process at any time, without assigning any reason, and shall have no liability to any vendors submitting proposals for such rejection or cancellation of the RFP.
- TechnoServe reserves the right to accept all or part of the proposal when awarding the purchase order/contract.
- All information provided by TechnoServe in this RFP is offered in good faith. Individual items are subject to change at any time and all bidders will be provided with notification of any changes. TechnoServe is not responsible or liable for any use of the information submitted by bidders or for any claims asserted therefrom.
- TechnoServe reserves the right to require any bidder to enter into a non-disclosure agreement.
- The bidders are solely obligated to pay for all costs, of any kind whatsoever, which may be incurred by bidder or any third parties, in connection with the Response. All Responses and supporting documentation shall become the property of TechnoServe, subject to claims of confidentiality in respect of the Response and supporting documentation, which have been clearly marked confidential by the bidder.
- Bidders are required to identify and disclose any actual or potential Conflict of Interest.

Criteria for Selection:

The evaluation of each response to this solicitation will be based on the requirements set out in the Criteria for Selection and according to the requirements in this RFP. At the sole discretion of TechnoServe, the responsive bidders may be selected for follow-up questions or to provide an oral presentation.TechnoServe reserves the right to award the contract to the organization whose proposal is deemed to be in the best interest of and most advantageous to TechnoServe. TechnoServe will not award a contract to any bidder where there is indication of a lack of business integrity. After TechnoServe receives proposals and written evaluations are completed, the selected bidder will be notified. Commitments made by the bidder after selection, and final demonstration will be considered. The following points will be assigned to the proposals for evaluation purposes.

Max Points	Criterion
20	Price, inclusive of all delivery fees and taxes
20	Technical Functionality as reflected in spreadsheet
20	Solution Technology
20	Implementation plan
20	Management solution

The attached Statement of Work represents an integral part of this solicitation.

Exhibit 1: Scope of Work (SOW)
 Endpoint Detection and Response Software for IT infrastructure.

INTRODUCTION
TechnoServe seeks an endpoint detection and response solution to support our decentralized environment. We have offices in over 30 countries that do not connect to our domain. The exception is for approximately 150 endpoints in our headquarters office connected either on-site or via our VPN. We seek a solution that will expand or replace the current antivirus solution. Areas of focus include Prevention & Focus – mechanisms to mitigate a wide array of commodity and advanced attack vectors. Investigation & Response – an overall toolset for rapid reaction to a live attack. Monitoring & Control – routine activities to gain visibility and proactively discover and reduce attack surfaces. Infrastructure (EDR only) – architecture, deployment, data collection, and communication. EDR Operation – ongoing management of the solution.

GENERAL REQUIREMENTS
TechnoServe is looking for an XDR/EDR/ADR solution to cover approximately 1,660 Endpoints, a mix of Windows, MAC OSX, and the potential for Chromebooks. Please reference the Technical Functionality Spreadsheet for the specifics of the general requirements of the solution. The solution is not expected to cover Mobile Devices such as android, google, apple cellphones.

1. **Prevention & Detection** - The XDR/EDR/ADR solution should offer comprehensive protection against common and advanced attack vectors. It should offer a combination of signature-based malware protection, behavioral analysis, and machine-learning static analysis to detect unknown threats and compromised accounts, dynamic analysis of threats using a sandbox, and monitoring of memory access, running processes, and network traffic.
2. **Investigation and Remediation** – The XDR/EDR/ADR tool should collect highly granular data about what is happening on the endpoint, at the file system, operating system, authentication, and network level, and also allow security staff to easily view this data, search it, define security rules based on the data, and launch forensic investigations, whether on a single endpoint or across the organization. They should also allow automated Response via incident response playbooks.
3. **Monitoring and Control**- Beyond attack prevention and Response to live attacks, the XDR/EDR/ADR solution should allow security staff to manage security concerns on endpoints and proactively reduce the attack surface. This should include vulnerability assessments, endpoint inventory management, a mechanism to retain and access logs on devices, threat hunting, and the ability to search for files, processes, passwords, or other aspects of an endpoint that may be susceptible to attack.
4. **XDR/EDR/ADR Infrastructure** – Ease of deployment is a critical part of the XDR/EDR/ADR effectiveness. The platform should offer flexible deployment options, be rapidly deployable on all operating systems used by the organization, and consume minimal system resources on endpoints to avoid negatively affecting the user experience.
5. **XDR/EDR/ADR Operations –** Management and operations functions that are important for the administrators' convenient daily operations of the XDR/EDR/ADR solution.

PERIOD OF PERFORMANCE
TechnoServe is looking to implement the solution no later than June 10th, 2022. A multi-year license agreement is an option.

OTHER CONSIDERATIONS
The vendor should submit their experience-related work and references in the nonprofit vertical market.

RFP SUBMISSION REQUIREMENTS
All prospective bidders must complete the following steps:
1. Submit a written response including the history of the company covering all points specified below
2. Submit Complete Technical Functionality Spreadsheet
3. Two Quotes, one for self-managed XDR/EDR/ADR solution and one for MTR or Managed XDR/EDR/ADR solution. **Please include one-year and 3-year pricing**. Include Cost of Licensing and Cost of Implementation. Cost estimates should not include tax because TechnoServe is tax-exempt.
4. We currently use SHI as our third-party reseller. Quotes can be priced using SH as a third-party reseller, but it is not required. We are open to going direct, using another third-party reseller such as AWS Marketplace, CDW, or any other third-party reseller that the vendor has a relationship with and will provide the best pricing.
5. Submit an explanation of the project implementation method and estimated timeline based on the requirements and scope in this document
6. References of current clients preferable international nonprofits included
7. Provide a summary of the vendor's minimum 2-year road map of features and solutions being worked on that Technoserve could benefit from in the future. We want a solution that continually allows us to harden and improve our security posture.

RFP & PROJECT TIMETABLE (Continued)

1. Provide RFP response to email the Procurement inbox buy+US+P0009505@tns.org by COB 4/8/22.
2. Some companies submitting a response to the RFP, may be asked to prepare a demo of their solution based on the requirements in this document. Demos will be scheduled for the week of 4/11 - 4/15 for the top three responses
3. The decision will be made on 4/21/22.
4. After selection, contract and license negotiations will take place End of the RFP.
5. Contract Sign on or Before May 1st, 2022
6. Implementation May 2022
7. Go Live on or before Jun 10, 2022